OSHC Communication Policy

Purpose:

- To promote effective communication between all families and service and to encourage participation of families and the community in activities, program development and policies.

Rationale:

Gembrook Primary School OSHC program is committed to providing an efficient program that meets the needs of busy families, this requires timely and thorough communication.

Scope:

The Children's Services Act 1996 and the Children's Services Regulations of 2009 requires Gembrook Primary school OSHC to implement a Communication Policy

Definitions:

OSHC – Outside School Hours Care

Protocol/Procedure:

Gembrook Primary School OSHC shall:

- Provide written information via newsletter, email, website and tiqbiz.
- Respond to telephone messages in a timely manner
- Communicate any changes to staffing, availability or fees in a timely manner.
- Access interpreter services as required by the families using the service.
- Take time to interact with each family to share information between home and the service.
- Encourage families to have involvement in reviewing service policies
- Handle complaints in accordance with the Grievance Policy.

Families shall:

- Communicate any changes to their child’s care
- Communicate changes to their booking requirements to the school office as soon as is practicable.
- Ensur the information on the enrolment form is accurate and complete
- Handle complaints in accordance with the Grievance Policy.

Related Policy

Grievance Policy
References/Legislation

Children's Services Act 1996

Children's Services Regulations 2009

Policy History:

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30/7/2014
30/7/2014
25/2/2016
For review 2/2017