LOWER PLENTY PRIMARY SCHOOL OSH 

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# COMMUNICATION WITH COMMUNITY POLICY

## PURPOSE

Lower Plenty Primary School OSHC encourages communication with and participation by the parents / guardians because it enhances the service we provide. Parents are welcome to attend Berwick Primary OSHC or talk to staff during operation. We encourage parents to voice any concerns in a way that will assist us to provide a better service.

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

* For new families at Lower Plenty Primary OSHC, the first point of contact will be the Coordinator or representative who is available to meet with the parents / guardians and the child to discuss Lower Plenty Primary OSHC and the child’s needs and to answer any questions.
* Parents / guardians will have free access to meet with the Coordinator or representative by appointment, to discuss any issues or concerns with respect to their child and/or Berwick Primary OSHC (see also Complaints Handling Policy below).
* The Coordinator or representative will treat all enquiries and concerns and the persons making them seriously and with respect and will endeavour, wherever possible, to answer any questions and provide required information.
* Any deficiencies in Lower Plenty Primary OSHC which are identified through this process and can be rectified will be considered when reviewing the Policies and Procedures or the program, as appropriate.
* Information for parents will also be communicated through:
  + Regular Lower Plenty Primary OSHC e-Bulletins
  + Regular Berwick Plenty school e-Bulletins
  + Noticeboard
  + Program Journals
  + Regular Surveys
* If the Coordinator or representative is unavailable, the Supervisor in charge will take note of the details in the communication book and the Coordinator or representative will contact them within 24 hours or as soon as practicable.

## FURTHER INFORMATION AND RESOURCES

* National Regulations 73-76
* National Quality Framework Quality Area 6

## REVIEW CYCLE AND EVALUATION

This policy was last updated on 20th January, 2022 and is scheduled for review in January 2025.