

# COMMUNICATION WITH FAMILIES

## Ruby & Ollie's – Out of school Hours Care

### AIM:

Our service recognises the importance of effective communication between parents, children and Educators. Therefore, it is the policy of this centre to communicate regularly with children & parents both verbally and in writing, using a variety of different media, ie. Print and digital media. Educators will make every effort to communicate with families on a daily basis, and to build strong, positive relationships with each other. We also recognise that effective communication is a two-way street and we encourage parents to speak with Educators in a respectful way, and raise concerns in a calm way which seeks a positive outcome.

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### METHOD:

- Families will receive a comprehensive enrolment package when they inquire at the service.
- On enrolment, families will be invited to share information, through the Child Intake Form, about their child so that Educators have an insight into the child's developmental level as well as care and educational needs.
- Families cultural and linguistic needs will be considered and every effort made to meet their needs.
- Daily communication between families and Educators is an important part of communication. By sharing information concerning the child's experiences and welfare when they are delivered and/or collected, we can work together to meet their needs
- The service offers a variety of mediums of communication such as email, verbal, notice boards and signage, Xplor – observations which appear on the Child's timeline.
- Educators will communicate with parents daily, sharing information about special happenings during the child's day, and other relevant details regarding napping changes, sleeping patterns, food intake and general behaviour. This will happen both verbally and written form through Xplor.
- A notice board provides a variety of information
- Feedback forms are provided to allow parents to record any comments. We welcome positive and constructive feedback.
- All information shared is treated as strictly confidential.
- Families will be asked to update their personal information throughout the year to ensure that the Service has the most recent information available.
- The service website is updated regularly with upcoming events, newsletters, staff changes etc to ensure all information is relevant and up to date.
- The service facebook page is monitored and updated regularly to engage families and keep them informed of what is happening at the service at all times.

Ref : Xplor and Child Intake Form

# COMMUNICATION WITH FAMILIES

## Ruby & Ollie's – Out of school Hours Care

### Communicating Policy to Families, Children and Team Members

Information relating to the Communication with Families Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

### Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

# PHOTOS

## Ruby & Ollie's All Abilities Childcare

### AIM:

It is the policy of Ruby & Ollie's to ensure that only authorised people are to take photos of the children within our service. "Authorised people" means Educators at the centre, or the child's own family members. Photos are an important way of sharing with parents & guardians what activities we do during the day. We do understand that not all families will approve of their child's photo being taken, so we respect their wishes and refrain from taking pictures of their child.

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### METHOD:

- All new families are asked if they give permission for Educators to take photos of their children for display purpose & individual portfolios. This is done during the enrolment process on the enrolment form, and the Service Leader will check that the family has given permission or not and will pass on relevant information to the Educators in the service.
- Before Educators take photos of any children they must ensure that the parent has given the authority to do so and that the child is happy to have their photo taken, they can do this by checking with the Service Leader and the child, or checking the child's enrolment form.
- If photos taken are to be used in marketing or advertising material by a newspaper or similar company, the Service Leader / Approved Provider will seek written and verbal approval from the family before any photos are taken.
- Before any photos posted on the centre facebook page the enrolment form will be checked for permission prior to them being displayed.

### Communicating Policy to Families, Children and Team Members

Information relating to the Photo Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

### Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

# ENROLMENT POLICY

## Ruby & Ollie's – Out of School Hours Care

### AIM:

To ensure an effective enrolment and orientation process is applied for all parent / guardians and children.

The service uses the software Xplor to capture all enrolment information, emergency contacts, medical information, government enrolment and account information for each child.

### PROCEDURE:

Ruby and Ollie's OSHC will ensure that:

- Where possible, parents / guardians and children are encouraged to visit and become familiar with the service , its philosophy and the Educator's expectations and routines before enrolment.
- Parents / guardians are encouraged to talk with Educators and the directors about the values and expectations they hold in relation to their child's learning
- The Priority of Access guidelines are followed under the Australian Government Child Care Service Handbook
- A waiting list is maintained and offers of placement are made in accordance with Priority of Access and availability of childcare.
- All appropriate registration and information forms are completed prior to commencement, the service will also provide information to parents / guardians in relation to accessing child care assistance.
- Parents / guardians are provided with an information pack containing all details as required under policy and the relevant standards pertaining to education and care services national regulation.
- Parents / guardians are encouraged to keep in touch with Ruby and Ollie's for the latest information
- Parents / guardians are encouraged to share information about other child related services accessed by them
- Educators share information with parent / guardians about how their child is settling in to the service.

Ruby and Ollie's OHSC will:

- Provide information to the parent / guardian of the Commonwealth Priority of Access and the Commonwealth Child Care subsidies.
- Present alternative options for care if necessary
- Ensure an enrolment form is fully completed for each child prior to attendance at the service. This is completed in Xplor.
- Ensure, if required, a medical management plan is provided to the service as per the Medical Conditions policy.
- Ensure the enrolment form contains:
  - The full name, date of birth and address of the child;
  - The name, address and contact details of
    - Each known parent of the child; and
    - Any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted; and
    - Any person who is an authorised nominee
    - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child; and
    - Any person who is authorised to authorise an educator to take the child outside the education and care premises;
  - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child
  - Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person

# ENROLMENT POLICY

## Ruby & Ollie's – Out of School Hours Care

- The gender of the child
- The language used in the child's home
- The cultural background of the child, and if applicable, the child's parents
- Any special consideration for the child, for example, any cultural, religious or dietary requirements or additional needs

Relevant authorisations in relation to:

- Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service; and
  - Taking children on regular outings as under reg 102
  - Health information as required under reg 162
  - The name, address and telephone number of the child's registered practitioner or medical service ; and
  - If available the child's Medicare number; and
  - Details of any specific health care needs of the child, including any medical conditions, allergies, including whether the child has been diagnosed as a risk of anaphylaxis; and
  - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to specific health care needs, medical condition or allergy; and
  - Details of any dietary restrictions for the child; and
  - The immunisation status of the child; and
  - If the service provider or an Educator has sighted a child health record for the child annotation is made
  - Any trial period negotiated by the Service and the parent.
- Provide language support when a parent is having difficulty in completing the form. An enrolment interview should be conducted and if necessary organised in the parent's first language.
  - Ensure access for any child, irrespective of cultural background, religion, sex , disability, parent's marital status, health status or income while meeting the specific needs of the local community.
  - Determine access for children with special needs in consultation with all stake holders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children's special needs.

### ORIENTATION

The aim to help parents and their children feel comfortable and safe in the Service . During the enrolment procedure families will be provided with a parent handbook.

#### Providing information

As part of the enrolment procedure, parents are asked to provide a lot of information about the child. Much of this information is required to be collected by the Act and the Regulations. All of the information collected is to ensure that the child receives high quality education and care and that all risks are known and minimised.

Ruby and Ollie's OHSC staff members, coordinators and educators are bound by the Act and Regulations to keep all information confidential. The privacy of families is respected.

#### Settling your child into care

The first few days in a new care arrangement can be stressful for the child and for the parent. Parents can help their children settle into care. Some suggestions:

- Allow some extra time for the first few sessions. If the parent does not have to rush off immediately, the parent can spend some time with the child exploring the new environment.
- Bring a special toy or familiar object that the child finds comforting.
- Say goodbye quickly and calmly when it is time to leave. Children pick up on the feelings of parents. If the parent is calm and confident about leaving the child , the child will feel more secure.

# ENROLMENT POLICY

## Ruby & Ollie's – Out of School Hours Care

- Avoid leaving without saying goodbye. While it may avoid tears initially it may be more distressing to the child when the child realises that the parent has gone.
- Understanding that it is normal for children to cry when their parents leave. Children usually settle very quickly after the parent has left. If the child continues to be distressed or agitated for a long time and the Educator is unable to calm the child, the parent will be contacted.
- Phone the Service to check on your child. As children usually settle quickly, the parent can be reassured by a short phone call. If the child has not settled, then the parents phone call will be an opportunity for the parent and Educator to discuss how to deal with the problem

Read in conjunction with the CCMS Enrolment Procedure

### Related Documents

- Child Enrolment Form
- Child Summary Sheet
- Child Enrolment Form – Office Record

### Communicating Policy to Families, Children and Team Members

Information relating to the Enrolment Procedure is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modeling and signs displayed around the classrooms and centre etc.

### Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

# FAMILY GRIEVANCE & POSITIVE FEEDBACK

## Ruby & Ollie's – Out of School Hours Care

### AIM:

To deal with both complaints & positive feedback about the service and with a mutually agreeable resolution whenever possible, ensuring all issues are documented and followed up.

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### REASON:

Effective collaboration with families regarding the Education and care their children receive occurs when constructive strategies for on-going, two-way communication are established by the service.

All parents/guardians of the service have a right to raise concerns or make a complaint about the service. Families are also welcome to give positive feedback to the service about their experiences as well. Complaints, compliments and suggestions are welcome as they can help to improve the quality of the service. We strive to solve grievances in a professional and ethical manner at all times, and we prefer to have a conversation about problems or issues rather than have a negative experience.

### METHOD:

#### Complaints

- Complaints can often be dealt with immediately. Anyone having a complaint about the service should discuss it first with the person most directly involved, and then, if this is not solved, they should inform the Coordinator of the service.
- Educators will discuss any grievance they have with the Coordinator who will provide advice and support.
- Grievances are to be dealt with in a professional manner by all parties, and these issues should be addressed away from children or other families to maintain confidentiality at all times. Raising voices, swearing and threats are not appropriate and will not be tolerated by the service. If a person is making a complaint and becomes violent, the service has the right to ask them to leave, or alternately, call the police.
- If the Educator can't resolve the problem or find a resolution, or feel it is the Service Leader's responsibility, the person is then directed to go to the Service Leader. The parent can contact the Service Leader personally or in writing.
- A grievance form is to be filled out by the parent/guardian – the complaint will be formalised and the appropriate action will be taken.
- The Service Leader will contact the parent and organise a meeting where the person will have the opportunity to personally explain the situation and join in the resolution process.
- Records of complaints, suggestions and feedback should be kept by the Service Leader and stored in a confidential place.
- If the parent is still not satisfied with the outcome they are able to contact the Department Of Education (Contact details at the end of the family handbook).
- All written complaints will be acknowledged within 48 hours and, following an investigation, the complainant will be notified of the outcome within 14 days. If multiple complaints on a particular area or issue are received the service will review the applicable policies and procedures to ensure they are appropriate. If no policy or procedure exists in a particular area then the service will review adding the appropriate documentation to resolve the issue or prevent it from happening again.
- The service will review this policy on an annual or as needed basis to ensure the process for handling grievance's is appropriate.
- All grievances are kept confidential and should be stored appropriately.
- Where a complaint is alleging that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the approved education and care service or that the National Law had been contravened. The approved provider will notify the Regulatory Authority within the required prescribed times.

# FAMILY GRIEVANCE & POSITIVE FEEDBACK

## Ruby & Ollie's – Out of School Hours Care

### Compliments/Suggestions

- We welcome and encourage compliments and suggestions from families. Any compliments will be communicated to staff.
- The service also encourages parents to submit written suggestions. Any suggestions will be reviewed by the Service Leader. Appropriate suggestions will be incorporated into the service and the contributor will be notified of the outcome.

### Communicating Policy to Families, Children and Team Members

Information relating to the Family Grievance Policy & Positive Feedback Policy is communicated in the following ways: Newsletters, Family And Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and service etc.

### Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

### Sources

Handle with Care – A guide to early childhood administration, Edition 2  
Guide to the National Quality Standards; pg. 147

### Linked to NQS

6.1, 6.2, 6.3

# FAMILY INVOLVEMENT

## Ruby & Ollie's – Out of School Hours Care

### AIM:

Collaborative relationships between families and Educators are an integral part of offering high quality outcomes for children. "In genuine partnerships, families and educators value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making. Family involvement exists in a broad continuum of activities and strategies, through which a positive relationship is created between the Educators and our families.

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### REASON:

Family feedback and participation helps to establish a connection from the home to the service that allows families to have valued and meaningful presence in the program. This relationship brings a sense of community to our families, and allows Educators to enhance the programs positive impact on individual child development. Family involvement can have a huge impact on the ability of children to learn and succeed in an education setting.

### METHOD:

- Educators will create a welcoming environment where all children are respected and actively encouraged to engage in decision making and collaborate with educators.
- Educators are encouraged to share insights and perspectives about each child with their families.
- Families are encouraged to have an input on the weekly program, via either verbal communication with the staff or written communication, this can be done through face to face contact, or by commenting in our communication book.
- Families are asked to assist in reviewing and updating policies and procedures which are attached to newsletters, alternately they may be emailed out and asked for feedback.
- Family input is encouraged in their child's individual portfolios by sharing experiences at home which lead to the development of our programs.
- Organising special events i.e. grandparent's day, celebrations, mother's day and father's day events etc
- Open door policy – families are welcome in the service at all times, they can drop in and stay for as long or as little as they want.

### Communicating Policy to Families, Children and Team Members

Information relating to the Family Involvement Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and service etc.

### Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team members verbally and in writing. Failure to abide by policies will result in disciplinary action.

### Sourced

Article on The impact of family involvement on a child's learning – *Associate Professor Donna Berthelsen, School of Early Childhood at Queensland University of Technology.* (Kidslife.com.au)

Involving Parents in school and childcare \_raising children network

Early Years Learning Framework, page 12; Framework for school age care, page 11

Guide to the National Quality Standards, page 152

# FEE PAYMENT

## Ruby & Ollie's – Out of School Hours Care

### AIM:

Cash flow management is vital to all businesses to enable them to continue to provide a consistent level of quality. Therefore it is very important that the service is clear on the terms and amounts of fees required from families. Each family is responsible for their account, and we will forward unpaid accounts to our debt collection agency for retrieval.

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### METHOD:

#### Session Fees

Session fees are provided to families' on enrolment / enquiry.

Fees must be kept two weeks in advance at all times. Direct debits will be made on Wednesday for the next 2 weeks fees. Fees are payable for every day that your child is enrolled at the centre regardless of absence due to illness, public holidays, family holidays etc.

#### Payment Methods

Fees are to be paid by Direct Debit and will be scheduled fortnightly on a Wednesday. You will be issued with log on details to the Xplor application on confirmation of your enrolment. Through Xplor parents and care givers will have access to their accounts at all times. The accounts will include daily / session fee charges and indicate both *estimated* and actual Government Rebates once paid to the service. If required, Statements can be issued on request to parents or guardians via email or printed

The parent / guardian is responsible for all fees incurred. At times these fees maybe paid by a third party in agreeance with the Accounts department.

#### Government Rebates

To ensure access to the Government Rebates available to parents and guardians you need to provide to the service the following details at a minimum:

Childs DOB and CRN number, Parents DOB and CRN number

#### Child Care Subsidy (CCS)

Parents / guardians need to ensure their child has been registered for the CCS if they wish to access / claim the rebate against their fees. This can be completed by contacting your local Family Assistance Office (FAO) or by calling 13 61 50 or completing the application through your MyGov Account. It is your responsibility to ensure that you have registered your child/ren to CCS. Any period of fees not covered by CCS will incur payment of full fees. All children must be fully up to date with their immunisations, or have claimed an exemption, to be eligible for Child Care Subsidy.

On confirmation of enrolment Parents / Guardians will be required to accept a Complying Written Arrangement (CWA) in the Xplor application. This date this is accepted is the date that CCS will / can be backdated. Any fees incurred before this has been accepted will be charged as full fees.

#### National Disability Insurance Scheme (NDIS)

The service will accept children who are able to use their NDIS funding for payment of the services. This can only be fore those who's plans are either Self or Plan Managed. We are unable to accept those children who's plans are managed by the NDIA as we are not a registered provider under the NDIS.

# FEE PAYMENT

## Ruby & Ollie's – Out of School Hours Care

### Absent Days

Parents are required to pay for all days their child is absent, including public holidays and days your child is ill. Centrelink allows you to claim 42 days per year without having a reason. If you use over your child's 45 days absences you will be charged the full fee as Centrelink will not provide subsidies for any *absences over 42 days*.

### Late Fees

The centre is staffed until the end of the session. If a parent is late collecting the child, late fees will apply. Late fees are supplied at time of enrolment and will be charged on the fortnightly account. If a family is consistently late, the family will be asked to find alternative care where it has later hours to suit the family's requirements

### Outstanding Fees

It is important that your fees are kept up to date. If your account goes into arrears for 14 days or more your child's place may be cancelled and we cannot guarantee there will be a vacancy when the account has been paid. If you have a problem with payment of your fees please talk to the Director as soon as possible so alternative arrangements may be discussed.

### Termination

If you are withdrawing your child from the centre we require two weeks written notification. This notification must be handed to the Director.

### Change of Fees

The centre's fees may be changed at any time after a minimum of 4 weeks' notice is given in writing to all families.

### Communicating Policy to Families, Children and Team Members

Information relating to the Fee Payment Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

### Policy Review Statement

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### Sourced

National Quality Standards, 7.3.2