



School No: 2068 Established 1878

## 8.1 Communication with Community



### Help for non-English speakers

If you need help to understand the information in this policy please contact 03 5996 1744.

Cranbourne Primary School OSHC is part of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.

### Procedures

- The coordinator or representative is responsible to ensure that Cranbourne Primary OSHC holds current contacts and information on relevant community resources, and that staff are made aware of them through regular staff meetings.
- Families will have access to information on relevant community resources for their children, and the coordinator or representative ensures that they are available on request by parents / guardians.
- Members of the community will have free access to meet with the coordinator or representative by appointment (provided that parents and children of Cranbourne Primary OSHC are the greater priority), to discuss any issues or concerns with respect to Cranbourne Primary OSHC.
- The coordinator or representative will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer any questions and provide required information.
- 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.

### Relevant Law and Regulations

National Quality Framework Quality Area 6

### Relevant Policies

Communication with Parents

### Review Information

Policy last reviewed	Sep 2022
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Approved by	School Council
Next scheduled review date	Sep 2025