



School No: 2068 Established 1878

## 8.2 Communication with Parents



### 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 encourages communication with and participation by the parents / guardians because it enhances the service we provide. Parents are welcome to attend Cranbourne 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.

### Procedures

- For new families at Cranbourne 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 Cranbourne 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 Cranbourne 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 Cranbourne 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:
  - Cranbourne Primary OSHC newsletters
  - Regular Cranbourne Primary school newsletters
  - Noticeboard
  - See Saw
  - Program Journals
  - 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.

### Relevant Law and Regulations

National Regulations 73-76

National Quality Framework Quality Area 6

## Relevant Policies

Complaints Handling

Enrolment

## Review Information

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