



Communication Policy

Cobbler Creek OSHC believes that to provide high quality care there must be a strong partnership with families and communication is the key. All information that eases the transition between home and OSHC will allow us to meet the individual child's needs. The following policy outlines the roles of both educators and families, firstly on enrolment and then that continuation during the time their child attends Cobbler Creek OSHC and Vacation Care.

ENROLMENT

When enrolling into Cobbler Creek OSHC an information package is provided to all families about the service, including an enrolment form, booking form, fee information, ect. Families are to complete all areas of the form for their child to begin care.

There is a section on the enrolment form to provide documentation of any medical, health support or dietary needs your child has. An in-date Medication Plan must be provided prior to your child attending. If your child has a medical diagnosis, a report is recommended for Educators to provide the best care and support their child during their time at OSHC.

If any details change during their time at OSHC, guardians are to provide the relevant information and the Director/Assistant Director will update their details on the system.

DAILY/GENERAL COMMUNICATION

Notices are displayed with any general information in Games Room.

Communication book – next to attendance roll for families to pass on any messages, cancel or make bookings.

Information is provided on the website or Facebook page of what has been happening at OSHC, newsletters, vacation care program, enrolment forms, booking forms, policies or any other important information families need to be aware of.

Brief informal daily discussions for passing on of information at arrival and collection (please remember that staff cannot have lengthy discussions at these times, as they must be also supervising all children at all times). If you feel you need to discuss an issue at length please speak to either the Director or Assistant Director.

Families are encouraged to bring concerns or grievances to management, so we can resolve any issues promptly. If you feel this has not occurred, there are details displayed in Games Room for parents/guardians to contact the Education Standards Board.

DAILY PROGRAM

The program is displayed above the sign in/out sheet for families to read and comment if they choose. The program consists of experiences, both planned and spontaneous, that the children have participated in.

INJURY REPORT

An Accident Form will be completed if your child has injured themselves and requires First Aid. Parents/Guardians are to sight and sign when they collect their child from OSHC. If the injury occurs during Before School Care, an Incident Report is also filled in and sent with the child to school.

MEDICAL CONDITION

Parents/Guardians are to provide a Medical Management Plan which must contain the following information:

- Is developed and approved by a medical practitioner
- Includes details about the condition, symptoms, treatment and medication required
- Is updated annually or when changes occur
- Medication, which is in date, must be left at OSHC for their child to attend

Parents/Guardians to verbally advise the Director, Assistant Director, Educational Leader or Nominated Supervisor of changes in their child's medical management plan or medication as soon as possible after the change and immediately provide an updated medical management plan and medication. Director/Assistant Director to update a child's enrolment and medical information as soon as possible after guardians update the information.

The Educational Leader to advise guardians of children with health care needs or diagnosed medical conditions to update their child's medical management plan and risk minimisation plan yearly or if their child's medication is about to expire via direct approach, phone, email or text.

Director/Assistant Director is to advise all new educators of the children with any medical conditions/dietary needs. Educators are to familiarise themselves with each child's Medical Management Plan and Risk Assessment Plan. Any changes are communicated through the staff communication book.

Parents/Guardians are to advise educators verbally or in writing if their child has required their medication and the symptoms that were present in the past 48 hours or is still taking their medication.

If your child requires medication during their time at OSHC or Vacation Care, a Medication Record will be filled in and must be signed when you collect your child.

| National Quality Framework | |
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| Quality Area 6 | Collaborative partnerships with families and communities |
| National Regulations | |
| Regulation 86 | Notification to parents of incident, injury, trauma and illness |
| Regulation 87 | Incident, injury, trauma and illness record |
| Regulation 90 | Medical Conditions Policy |
| Regulation 92 | Medication Record |

Effective from 30th November 2020

Review Date November 2023

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