

Communication and support for Staff, Volunteers and Parents Policy

Purpose

Peak Sports and Learning is committed to developing partnerships with families which contribute to building a strong and inclusive community within the service. Shared decision making with families enables Peak Sports and Learning to ensure that there is a consistent bond between children's experiences at home and whilst in the care of Peak Sports and Learning.

Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
National Law: Section 172, 175 Regulations: 73, 75-76, 80, 86, 99, 102, 111, 157, 168, 171, 173	Quality Area 6	Confidentiality Policy	

Procedures

- Peak Sports and Learning will always where possible encourage parents to talk to staff at arrival and pickups times. Staff will be responsible for talking to parents about their child's participation in the program.
- Information shall be made accessible to families regarding the service policies and procedures in relevant handbooks. A copy of the Peak Sports and Learning Handbook will be available online, there will also be copies available to view at each centre.
- Information shall be dispersed to families, volunteers and staff through appropriate newsletters, flyers and other methods of communication.
- Training materials and strategies shall be made available and accessible to help staff, volunteers and parents identify and manage risks of harm.
- Peak Sports and Learning will display a copy of the daily program and a range of information at the entrance of each centre for families to view.
- Peak Sports and Learning will provide an administration area for parents.
- Peak Sports and Learning will document and conference with parents regarding their child's development interests and experiences regarding learning activities.
- Families have opportunities to be involved in the service and contribute to service decisions. A Peak Sports and Learning Parents & Families committee has been established and meet biannually to discuss service decisions. Regular feedback forms are also given to parents and children to ensure that future decisions are in the best interests of all parties.

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	Jan 2014	March 2018	Directors	Amendments to procedures as needed annually.
2	March 2018	March 2019	Directors	Version Control table introduced. Rewritten and edited to reflect 2018 updated Quality Standards.
3	March 2020	September 2022	Directors	Reviewed with no amendments. Moved to new document review timeline.
4	September 2022	September 2024	Directors	Nil