

Communication with Community Policy

Purpose

Peak Sports and Learning acknowledges the importance 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.

Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
Education and Care Services National Law Act 2010: Section 301 Regulations: 157	QA 6, Standards 6.1, 6.2 QA 7, Standard 7.1.2	<ul style="list-style-type: none"> - Enrolment and Booking Policy - Communication and support for Staff, Volunteers and Parents Policy. - Complaint handling Policy 	

Procedures

Communication Channels that we currently use:

Peak – School (P&C, Teachers, GA, School Staff members). Face to face meetings with these stakeholders are held on a daily basis. Our service interacts with classroom teachers to relay and source information about students attending our service

Peak – Principal and or school contact.

Peak – Parents. We communicate with the parents of our service in a number of ways using different means of communication including storypark, text messages, social media, surveys, newsletters, our website, email and phone conversations.

Peak – Children. The children at Peak Sports and Learning help us create the term programs. They are involved in this through brainstorming activities as well as feedback to the staff at the centre.

Peak – Wider school community.

Communication Principles

Peak Sports and Learning will hold current contacts and information on relevant community resources, such as our website and educators will be made aware of them through regular staff meetings.

Members of the community will have opportunities to meet with the Directors, supervisors and educators and Nominated Supervisor by appointment (provided that parents and children of the Service are the greater priority), to discuss any issues or concerns with respect to the Outside School Hours Care.

Peak Sports & Learning will make endeavors to support and participate in local community events or activities where practical.

Peak has an open-door policy encouraging parents and families to visit the centre at any time. We encourage this on enrolment to see what our service is all about and that it is the right service for their family.

Our Service Support Managers and Supervisors attend School P&C Meetings where practical to ensure collaboration within the school and wider community.

There is a range of information and resources available about relevant community services to support parenting and family well-being.

Peak Staff will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

Any shortcomings in the centre which may be identified through the QIP Centre Diary and Reflection process and can be rectified will be taken into account by modifying or enhancing Policies and Procedures, or the program, as appropriate.

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	January 2014	November 2019	Directors	Amendments to procedures as needed annually.
2	November 2019	November 2020	Directors	Version Control table introduced. Rewritten and edited to reflect 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	Introduced text message communications to communicate with parents.