

Leadership and Service Management QA 7 **COMMUNICATION, including DEALING WITH COMPLAINTS** **Policies and Procedures**

Links to Regulations: 98, 155 (e), 157, 168 (2) (k) (l) (o) Links to quality areas, standards or elements: 6, 7.3

Rationale:

Open two way communication is the basis for strong mutually respectful partnerships between families and educators. It helps ensure the best possible learning and care for all children and supports BCCC in the delivery of a high quality service.

BCCC strives to keep parents and carers informed using a variety of formal and informal methods including:

Verbal Communication:

- face to face chats and conversations
- telephone contact- our service maintains telephone landlines and a Centre Mobile phone for phoning out whilst on excursions or bus duty, and communicating by text and photos with families
- interviews, review meetings or negotiated meetings initiated by either families or staff
- family 'get togethers' e.g. Schoolies Graduation Ceremony, End of Year Christmas Party, Christmas Pageant
- induction tours/ meeting
- Parent/carers information sessions and learning opportunities

Written Communication

- Family pockets, OWNA and emails are the main way we distribute information including; invoices, newsletters, upcoming events and excursion notes. Parents and carers are encouraged to check their pockets and OWNA app regularly
- daily communication board for Childcare children in the Caterpillar group (under 2yrs)
- OWNA handover forms
- nappy change record
- programming diaries & display boards in Childcare and Preschool rooms
- communication books/folders/reports
- Governing Council meetings and minutes (foyer display)
- written communications, including emails, facsimile, texts, OWNA and Facebook posts
- Preschool bus travellers have a bus folder which transfers information between home and Preschool each visit
- policies and procedures (Folder in the foyer plus information provided in Enrolment Packs)
- newsletters- fortnightly on even weeks of SA School terms
- displays - entry doors and gates or sandwich board under verandah
- Kindy and Childcare floor books
- illness or anaphylaxis alerts in foyer
- official correspondence eg medication plans, accident and incident reports

- BCCC contact details can be found in enrolment packs, on the business sign outside of the Centre, in newsletters and on our website
- Annual client surveys and other feedback is invited throughout the year
- Balaklava Community Children's Centre and Lower Mid North partnership websites and BCCC Facebook page
- OWNA
- curriculum displays
- Educator personal philosophy statements

Parents/ caregivers will

- Maintain open communication with the Centre letting us know if they need further information as ongoing feedback supports our service to continually improve.
- the parent or caregiver of each child in the Caterpillar (under 2 years) group needs to complete a handover form on OWNA daily whilst their child is in care. The team leader will check at morning tea time that one has been completed for each child in attendance, in the event that a form hasn't been completed for a child they will contact parents/caregivers to do so.
- Fill in a handover form on OWNA for all children who have had a change in their routine or care needs.
- Communicate grievances with the Centre using the procedure below.
- Communicate with staff using only communication processes named in this policy and not by means of personal media avenues eg any social media or personal phone numbers or personal email accounts

Social Media Communication

Balaklava Community Children's Centre aims to ensure that our service, children, educators and families are not compromised on any form of social networking or related website. However, we acknowledge that social media can play an important role in maintaining fast, easy and cost effective communication with families and the local community in today's current social climate.

This policy applies to all Balaklava Community Children's Centre user including but not limited to; Governing Councillors, staff, families and carers, volunteers and other individuals who work for or provide services on behalf of the Centre. These individuals are collectively referred to as 'users' in this policy.

Staff members participating in social media as a representative of the Centre are expected to demonstrate high standards of behaviour when using and engaging in other social and alternative media or giving public presentations.

The Balaklava Community Children's Centre Facebook page is a closely monitored page and will be used as an additional means of communication between the service and the families. The content of the site posted by the administrators may include;

- updates – including dates to remember
- events / information for parents – sharing event information, curriculum news, fundraisers, posters, photos of event highlights and help requests
- projects – updates on progress / achievements
- photos – play spaces, new additions including equipment, toys, etc.
- links to other sites including parenting information, DfE, NQS, FAO, LMN partnership and OCOC

The following conditions will be put in place to ensure the privacy, dignity and rights of the service, children, educators and families:

- All users (all people accessing our page) interacting with the Balaklava Community Children's Centre Facebook page, must do so using a Facebook account that clearly identifies them by their real name
- no names of children may appear on our page
- photos of identifiable children will not be uploaded or tagged onto our page unless permission has been given by parent or caregiver

While using our page, users are expected to ensure that they:

- respect the rights and confidentiality of others
- do not impersonate or falsely represent another person
- do not bully, intimidate, abuse, harass or threaten others
- do not make defamatory comments
- do not use offensive or threatening language or resort to personal abuse towards each other or members of the BCCC Community
- do not post content that is hateful, threatening, pornographic or incites violence against others
- do not harm the reputation and good standing of Balaklava Community Children's Centre or those within its community
- respect other's rights to privacy by not uploading any films or photographs taken of the children enrolled at BCCC during approved events; *with the exception being photographs/videos of your own personal child/ren that do contain any other members of the BCCC community.*

Users who are deemed to be using our page inappropriately, particularly in the above mentioned ways, will be blocked by Administrators.

Administrators will be named on our page and will consist of the service Director and members of staff. These members may be changed and updated as required.

Our page must not be used for the promotion of personal financial interests, commercial ventures, personal campaigns or to promote other businesses; however our page may be used to thank local businesses for their support of BCCC.

Breach of this Policy

All reports of cyberbullying and other misuses will be investigated fully and may result in a notification to Police or appropriate governing bodies where the Centre is obliged to do so. Users must be aware that in certain circumstances where a crime has been committed, they may be subject to a criminal investigation by Police over which the Centre has no control.

Any concerns or suspicions over the breach of this policy should be brought to the immediate attention of an Administrator of our page and Director either via email, telephone or conversation in person and not be addressed on the site and will be dealt with at the discretion of the Governing Council.

Administration of the Facebook site

Site Administrators and moderators must be Balaklava Community Children's Centre employees or other authorised people. Administrators of the site are;

- Dale Gathercole, Director
- Cara Nielsen, Deputy Director
- Kate Pudney, Childcare employee
- Naomi Cheek, Childcare employee
- Jackie Lemon, Preschool employee

- Anna Konzag, Preschool employee
- Nicole Oliver, Playgroup coordinator

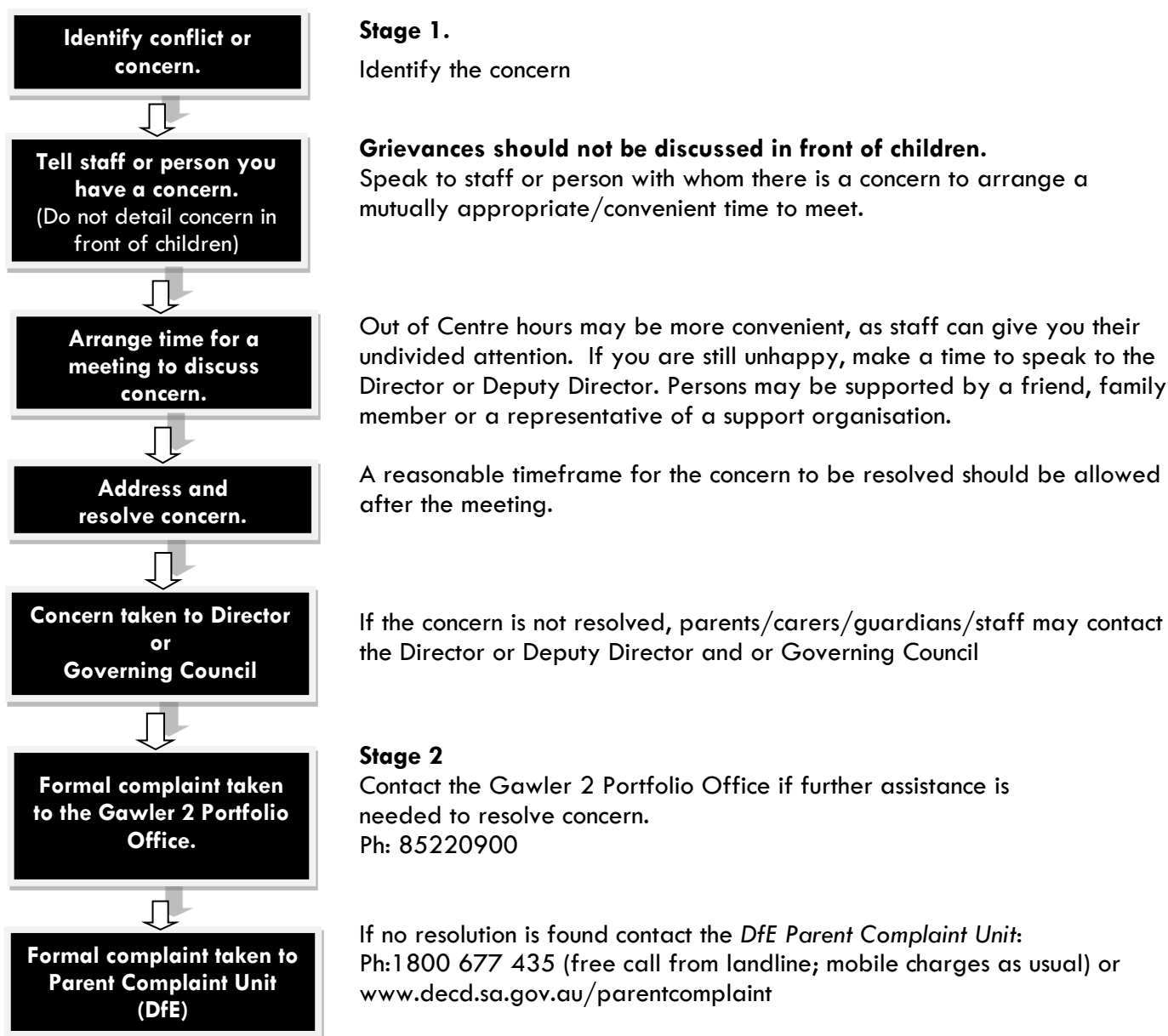
DEALING WITH PARENT COMPLAINTS Policy and Procedure:

The 'Raising a complaint with DfE: working together to resolve complaints in DfE Schools and Early Childhood services' form the overarching policy framework on which BCCC has developed our site specific Policy and Procedures. The DfE Policy and Procedures can be located at:

<https://www.decd.sa.gov.au/doc/consumer-complaints-management-and-resolution-procedure> , or visit our BCCC website www.balaklavacc.sa.edu.au

Whilst Parents and Guardians may contact the *DfE Parent Complaint Unit* at any stage of the process for support and advice, they are encouraged to discuss any concerns, questions or complaints with staff at BCCC in the first instance. Please let staff know early, as staff would much rather provide parents and guardians with information before their concern becomes a worry or a problem.

BCCC PARENT and STAFF COMPLAINT Policy and Procedures:



Formal procedures will be documented and kept securely until the complaint or concern is resolved.

Supporting Resources:

- South Australia Work Health and Safety Act 2012
- WHS Regulations 2012
- DECD brochure; raising a complaint with DECD
- Enrolment Forms contain current family contact details
- DfE Parent Complaint Unit: Ph:1800 677 435 or education.educationcomplaint@sa.gov.au
- DfE: Parent concerns and complaints policy- Solving concerns in public education schools and preschools
- Code of Ethics for SA Public Sector

Sources:

- DECD Parent Complaints Policy and Procedures:
<https://www.education.sa.gov.au/doc/consumer-complaints-management-and-resolution-procedure>
- Australian Children's Education & Care Quality Authority, February 2018, Guide to the **National Quality Framework**
- Children and Young Persons (Care and Protection) Act 1998
- Education and Care Services National Regulations 2011
- DfE Social media policies,
<https://edi.sa.edu.au/library/document-library/controlled-guidelines/social-media-guideline>
<https://edi.sa.edu.au/library/document-library/controlled-policies/social-media-for-schools-and-preschools-policy>

Policy last reviewed: Term 1 2021

Policy review due: Term 1 2022

Approval Signature: