



Marton Activity Centre

MAC Policy

STAFF COMMUNICATION	Document ID	: POL044
	Amendment No	: 6
	Quality Area	: MACQA5
	Approved By	: Management
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POLICY STATEMENT

Marton Activity Centre believes that employees are the most valuable asset to the quality of care provided and that employing and keeping high quality employees is imperative.

We aim to employ the best possible employees and ensure they are fit and proper for employment in children's services.

A flexible, harmonious working environment is maintained, which ensures the rights of employees are met at all times with employees employed under the appropriate awards and conditions. An orientation process is conducted for all employees to ensure they are aware of the values and practices of the service.

Employees receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. All practices will be in accordance with the OSHC Code of Professional Standards. We will encourage positive and open communication between all parties involved.

SCOPE

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

PROCEDURES:

EMPLOYEES

- Employees and management committee are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Coordinator is the main line of communication between the employees and management committee.
- Employees can raise any issues with management committee through the Coordinator. The Coordinator will ensure that this is drawn to the management committee's attention through the monthly report.
- Where necessary, employees will be invited to management meetings to discuss their concerns. Where the matter is seen as urgent, the Coordinator may raise the issue with the management committee prior to the meeting and discuss if there is a need for immediate action to be taken at that time.
- If employees have an issue they do not wish to address with the Coordinator they may personally write to the management committee via email at committee@martonactivitycentre.org.au identifying the problem and asking for the help of the management committee. A copy of this letter must be given to the Coordinator.
- The issue should be raised at the next management committee meeting. The employee involved will be asked to attend the meeting to personally discuss the issue.
- Where there is a distinct conflict between an employee and the co-ordinator or assistant coordinator, the employee and the coordinator or assistant co-ordinator can act on this as per the grievance procedures. A mediator can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

EMPLOYEES / FAMILIES

- Employees will create a comfortable and supportive environment for families and strive for open communication and good relations.
- Employees and families will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Employees will not be judgemental towards families and will respect their need to use childcare.
- Employees will accept family's individual differences in raising their children and in all cultural issues.
- Employees will ensure families are greeted and farewelled in all sessions.
- Employees will maintain regular, open communication with families. Employees should inform families personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of

behaviour that may have been a concern and so on.

- Employees will regularly talk to families about the child's interests or activities and respond to suggestions from the families.
- Employees will regularly talk to families about the child's cultural needs and celebrations and respond to these.
- When family members contact the service to see how a child is settling in, employees will provide them with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level.
- Communication with families will be maintained in a variety of ways such as:
 - Greeting and farewelling
 - Personal conversations
 - Notice boards
 - Parent handbooks
 - Newsletters
 - Information from co-ordinator and/or management committee
- Employees will ensure that families are fully aware of all lines of communication and ensure these are followed.
- Employees will be aware of their limitations in relation to family's problems and ensure they are referred to the appropriate people when required.
- Families and employees are requested to maintain confidentiality at all times.

EMPLOYEE / CHILDREN

- Employees and children are to treat each other with respect, courtesy and understanding.
- Employees will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the service.
- Appropriate language is to be maintained at all times.
- Employees will use appropriate voice tone and level when talking to children. Shouting will be avoided.
- Employees will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Employees will greet and farewell children each session.
- Employees will initiate conversations with all children and develop an understanding of the child and their interests.
- Employees will give praise and positive feedback to the children as often as possible.
- Employees will form friendly and warm relationships with the children in their care.
- When communicating with children, employees will ensure that they are understood and to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Employees will not threaten or verbally abuse the children in any way.

EMPLOYEE / EMPLOYEEE

- Employees are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between employees at all times.
- Employees are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other employees. The Coordinator will arrange for employees' contributions to be placed on the meeting Agenda.
- Employees are expected to read minutes of meetings and to take notice of changes to service policy and procedures.
- Employees are to read the daily communication book prior to the commencement of each roster.
- Employees will familiarise themselves with the content of all notices displayed around the service.
- An employee with concerns about the work practices or standards of another employee will firstly approach that person to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Employees should not unnecessarily involve families or other employees in their matters of grievance or complaint.

CONSIDERATIONS

NATIONAL QUALITY STANDARDS (NQS)

Quality Area 5: Relationships with Children.		
5.1	Relationships between educators & children.	Respectful & equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive & meaningful interactions build trusting relationships which engage and support each child to feel secure, confident & included.
5.1.2	Dignity and rights of the child.	The dignity and rights of every child are maintained.
5.2	Relationships between children	Each child is supported to build and maintain sensitive and responsive relationships.
5.2.1	Collaborative Learning.	Children are supported to collaborate, learn from and help each other.

Quality Area 6: Collaborative Partnerships with Families & Communities		
6.1	Supportive relationships with families.	Respectful relationships with families are developed & maintained & families are supported in their parenting role.
6.1.1	Engagement with the service.	Families are supported from Enrolment to be involved in the service & contribute to service decisions.
6.1.2	Parents views are respected.	The expertise, culture, values & beliefs of families are respected & families share decision-making about their child's learning & wellbeing.
6.1.3	Families are supported.	Current information is available to families about the service & relevant community services & resources to support parenting & family wellbeing.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

Education and Care Services National Regulations and National law NSW		
Reg	155	Interactions with children
Reg	156	Relationships in groups

SOURCE

My Time, Our Place
Cancer Council Australia
ECA Code of Ethics
Revised National Quality Standard
Australian Children's Education & Care Quality Authority (ACECQA)
Education & Care Services National Regulation

SERVICE POLICIES/ DOCUMENTATION

Policies	Documents
Educational Program	Staff Handbook
Arrival and Departure	Parent handbook
Code of Conduct	Duty of Care
Privacy & confidentiality	My Time, Our Place
Supervision Policy	Child Protection Legislation.
Behaviour Guidance	
Management Committee Policy	
Enrolment Policy	
Staff Grievance Policy	