

# Staff Communication Protocol Policy

## Policy Statement & Commitments

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It is essential that staff members of Brunswick East Primary School Outside School Hours Care Service (BEPS OSHC Service) communicate information in agreement with established protocols in order to preserve the professionalism of BEPS OSHC Service, to protect the rights of individuals, to uphold duty of care to children and families, and to comply with legal requirements.

BEPS OSHC Service is committed to ensuring that all communication (including electronic communication) of information is carried out correctly and in a manner that complies with BEPS OSHC Service, school governance, and any departmental or legal requirements.

## Guidelines

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- OSHC Educators understand and comply with legal, departmental, local, professional and social obligations with regard to the communication of information.
- OSHC Educators will be required to sign a *Statement of Confidentiality* and the *Staff Code of Conduct*
- The Department of Education or other organisations may take action against OSHC educators who choose to communicate information improperly.
- Department of Education employees are free to make public comment on issues relating to education, but in doing so, they must be careful not to make comments that can be construed as negative criticism of BEPS OSHC Service, the school, its School Council, the community, and any other staff or community members.
- The *Privacy and Data Protection Act (2014)* and the *Health Records Act (2001)* require the protection of the interests of individuals with regard to their personal information and respect the individual's right to control how their personal information is used, and for what purpose.

## Teamwork

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BEPS OSHC educators will develop effective communication techniques for their daily work to ensure that all members are clear about their responsibilities, and inform each other of any matters that impact on their work, as soon as practicable, either in writing or verbally.

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- Staff members are encouraged to support and assist each other in their daily duties.
- Teamwork, including the sharing of equipment, resources and ideas, is encouraged.
- All staff are expected to attend and participate in staff meetings.
- A communication book is maintained to ensure that staff pass on and receive daily information in a timely manner.

## Communication

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BEPS OSHC Service is committed to open and cooperative communication.

OSHC educators will:

- ensure contact details for BEPS OSHC Service are readily available
- provide information dissemination in a timely fashion
- inform families of excursions and outings as per required periods of notice detailed in service policy
- blind carbon copy (BCC) email addresses when sending emails to protect privacy
- ensure personal email addresses are not made available to the service community (apart from Edumail accounts).

**For information about communication regarding personal information such as enrolment or employment records, refer to BEPS OSHC Service Record Keeping & Confidentiality Policy.**

## Sources & Legislative References

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<i>DEEWR Child Care Service Handbook 2011–2012 – Sections 4.9 &amp; 5.5</i>
<i>Education &amp; Care Services National Regulations (2011) – Regulations 168 (2)(l), 181 183</i>
<i>National Quality Standard for Early Childhood Education and Care &amp; School Age Care (2010) – Standard 7.3; Element 7.3.1 &amp; 7.3.5</i>
<i>Privacy and Data Protection Act 2014 (Vic) – Information Privacy</i>
<i>A new Tax System Act 2000 (Cwlth) – Family Assistance Administration</i>
<i>Privacy Act 1988 (Cwlth) – Australian Privacy Principles</i>
<i>Health Records Act 2001 (Vic) – Health Privacy Principles</i>

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