

INTERACTIONS WITH STAFF

Happy Haven OSHC services recognise that the way staff interact with each other influences the interactions they have with children and families. Staff working within our services, and off-service based departments are required to demonstrate mutual respect towards each other and value the contributions made by each staff member. This enables Happy Haven OSHC to maintain positive relations and model the type of communication they want children to develop. When staff communicate effectively and respectfully with each other they promote a positive and calm environment at the service, and in off-service workspaces.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
73	Educational program
84	Awareness of child protection law
118	Educational leader
145	Staff record
156	Relationships in groups
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed

RELATED POLICIES

Behaviour Guidance Policy Child Protection Policy	Open Door Policy Privacy and Confidentiality Policy
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<p>Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Educational Program Policy</p>	<p>Relief Staff Policy Respect for Children Policy Social Media Policy Volunteer, Work Placement and Student Based Traineeship Policy Supervision Policy</p>
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PURPOSE

Effective communication is the key to developing and maintaining positive interactions and relationships with others and helps build trusting and respectful partnerships with educators and staff. Educators and staff use positive and open communication with each other to create a responsive and inclusive environment.

SCOPE

This policy applies to all Happy Haven OSHC staff.

IMPLEMENTATION

STAFF, RESPONSIBLE PERSONS AND NOMINATED SUPERVISORS WILL:

- Engage in professional communication to create an effective work environment and to build a positive relationship with educators, children and families. Communication amongst colleagues creates a positive environment and a professional image for families.
- Champion a child safe culture through their attitudes, behaviours and actions
- Collaborate together as a team
- Be respectful when listening to each other's point of view and ideas
- Maintain effective communication to ensure that teamwork occurs
- Use staff meetings and staff briefing times to communicate their professional reflections and ideas for continuous improvement as a team
- Attend professional development training to update and refresh and add to individual skills and knowledge
- Keep up to date with current legislation to child protection including mandatory reporting requirements

- Refer to the *Dealing with Complaints (Staff) Policy* if they feel a situation with another educator is not being handled with professionalism, respect, and fairness
- Recognise each other's strengths and value contribution each person makes to different work roles
- Work collaboratively to reach decisions which will enhance the quality of the education and care offered at Happy Haven OSHC services
- Welcome diverse views and perspectives
- Work together as a team and engage in open and honest communication at all times
- Respect each other's positions and opinions
- Resolve differences promptly and positively to use the experience to develop more effective methods of working together.

SENIOR LEADERSHIP, REGIONAL DIRECTORS AND SERVICE DIRECTORS WILL:

- Provide new educators with relevant information about Happy Haven OSHC services and program through a staff handbook, induction, and daily communication
- Treat educators and staff with respect
- Be sensitive to the feelings and needs of educators and staff
- Provide constructive feedback to educators and staff as part of their professional learning plan support
- Value the role and contribution of each educator and staff member
- Demonstrate commitment to ongoing collaboration and engagement to support staff and educator wellness
- Provide opportunities for all educators and staff to have input into the program development, evaluation and business decisions
- Appreciate and utilise educator skills and interests
- Provide support, assistance and mentoring to educators and staff
- Hold regular staff meetings to encourage and support professional growth and reflective practice
- Use appropriate conflict resolution techniques to solve problems
- Ensure policies and procedures are up to date regarding communication, expected behaviour and grievances
- Provide opportunities for professional development

TO ENHANCE COMMUNICATION AND TEAMWORK, ALL STAFF WILL:

- Maintain privacy and confidentiality
- Be respectful, caring, and inclusive of all colleagues
- Be sensitive to the feelings and needs of other team members
- Support colleagues during difficult situations
- Provide constructive feedback to each other
- Value the role and contribution of colleagues
- Appreciate and utilise colleague skills, strengths and interests regardless of qualification and experience
- Provide support and assistance to each other
- Share responsibilities
- Have a flexible attitude towards team roles and responsibilities
- Greet each other by name
- Show genuine interest in the other person by using active and reflective listening
- Communicate ideas and opinions clearly and professionally
- Use Teams to pass on messages, and record any relevant information
- Use appropriate conflict resolution techniques to solve problems
- Engage in opportunities for professional development
- Adhere to all Happy Haven OSHC Policies and Procedures

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Children's Education & Care Quality Authority. (2021). Policy and Procedure Guidelines-
Interactions with Children

Early Childhood Australia Code of Ethics. (2016).

Australian Government Department of Education, Skills and Employment. *My Time, Our Place- Framework for School Age Care in Australia.* (2011).

[Education and Care Services National Regulations.](#) (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Privacy and Personal Information Protection Act 1998 (Cth).

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	MARCH 2022	NEXT REVIEW DATE	REVIEW	MARCH 2023
MODIFICATIONS	New policy taken from childcare desktop formatting to new HH formatting. Policy split into three separate policies for clarity and document length			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE	REVIEW
Month YYYY	•		Month YYYY	
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