



INTERACTIONS WITH CHILDREN, FAMILIES AND STAFF POLICY

PURPOSE

Kilkenny OSHC is committed to developing and maintaining **secure, respectful and reciprocal relationships** with children, families, staff and the wider community.

Interactions within the service will:

- Support children's sense of belonging, identity and wellbeing
- Promote respectful communication and collaboration
- Uphold children's rights, dignity and agency
- Reflect the **My Time, Our Place (V2.0) Framework** principles

Positive relationships directly influence children's emotional security, development and engagement in learning and recreation.

SCOPE

This policy applies to:

- Children
- Families
- Educators and staff
- Volunteers and students
- Management
- Approved Provider and Nominated Supervisor
- Visitors and contractors

NATIONAL QUALITY STANDARD

Quality Area 5 – Relationships with Children

Kilkenny OSHC promotes:

- Respectful educator-child relationships
- Positive and meaningful interactions
- Support for children's dignity and rights
- Collaborative learning opportunities between children





Quality Area 6 – Collaborative Partnerships

The service will:

- Maintain respectful partnerships with families
- Support family engagement in service decisions
- Provide accessible information and communication channels

LEGISLATIVE FRAMEWORK

Kilkenny OSHC complies with:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations
- Child Safe Standards and National Principles for Child Safe Organisations
- Privacy legislation
- Anti-discrimination and equal opportunity laws
- Mandatory reporting and child protection legislation

Relevant regulations include 73, 84, 115, 118, 155–157, 168 and 170.

IMPLEMENTATION

Kilkenny OSHC will operate in accordance with:

- Service philosophy
- Early Childhood Australia Code of Ethics
- Child safe practice principles

The service promotes an environment where children, families and staff feel safe, respected and valued.





INTERACTIONS WITH CHILDREN

Principles

Educators will build trusting, responsive relationships with children to support:

- Emotional wellbeing
- Confidence and resilience
- Social competence
- Learning and participation

Children will be supported to express ideas, opinions and concerns.

Educators and Management Will:

- Create a welcoming and relaxed environment
- Role model respectful language and behaviour
- Speak to children positively and respectfully
- Communicate using eye contact and age-appropriate language
- Respect cultural, linguistic and family diversity
- Respond sensitively to children's communication styles
- Encourage empathy and cooperation between children
- Support children to develop problem-solving skills

Educators will:

- Listen to children seriously and respond to their feedback
- Extend learning through questioning, discussion and play-based experiences
- Support children to understand emotions and self-regulation
- Promote inclusion and participation

Children will never be:

- Subjected to corporal punishment
- Subjected to unreasonable or inappropriate discipline





Children will not be isolated except:

- For illness
- Injury
- Pre-arranged appointments with parental consent and supervision

CHILD SAFETY AND REPORTING

Staff will:

- Complete mandatory child protection training
- Understand reporting obligations
- Respond appropriately to disclosures, suspicions or incidents of harm

INTERACTIONS WITH FAMILIES

Kilkenny OSHC recognises families as partners in children's learning and wellbeing.

Staff Will:

- Treat all families respectfully and without bias
- Use families' preferred communication methods
- Provide information in culturally appropriate formats where possible
- Use plain language rather than professional jargon
- Maintain confidentiality at all times

Staff will not:

- Discuss information about other children or families

The service will:

- Share regular updates through newsletters, digital communication, noticeboards and reports
- Seek parental permission when engaging external professionals to support children

Family participation will be encouraged through:

- Service events
- Programming input
- Feedback opportunities





Families will be informed about complaint procedures.

CULTURAL INCLUSIVITY

Kilkenny OSHC values diversity and will:

- Respect cultural beliefs, languages and traditions
- Encourage families to share cultural experiences
- Support inclusive programming

INTERACTIONS WITH STAFF AND EDUCATORS

Kilkenny OSHC promotes a professional, respectful and collaborative workplace culture.

Staff interactions should model positive communication for children.

Educators will:

- Communicate professionally and respectfully
- Participate in reflective practice
- Share responsibilities within teams
- Support child safe organisational culture
- Participate in meetings and professional learning

Staff will:

- Resolve conflicts respectfully and promptly
- Provide constructive feedback
- Value the strengths and contributions of colleagues

Staff must follow the Dealing with Complaints and Code of Conduct policies.

MANAGEMENT RESPONSIBILITIES

Management will:

- Provide induction and orientation for new staff
- Offer mentoring and professional support
- Provide performance feedback and development opportunities
- Promote staff wellbeing
- Facilitate professional learning opportunities
- Encourage staff participation in program planning and evaluation





PROFESSIONAL STANDARDS

All staff will:

- Maintain confidentiality
- Demonstrate ethical conduct
- Uphold child safe standards
- Maintain professional boundaries with children and families

SUPERVISION AND SAFETY

Educators will ensure:

- Adequate supervision at all times
- Compliance with educator-to-child ratios
- Safe physical environments for play and learning

COMMUNICATION PRACTICES

Effective communication will be maintained through:

- Daily conversations
- Communication books or digital systems
- Meetings
- Written notices

Staff will:

- Practise active listening
- Communicate respectfully and professionally

STAFF WELLBEING

Kilkenny OSHC supports staff wellbeing by:

- Promoting respectful workplace relationships
- Providing access to support and mentoring
- Encouraging work-life balance where possible





VISITORS, STUDENTS AND VOLUNTEERS

Visitors must:

- Hold appropriate clearances where required
- Complete service induction

Students and volunteers:

- Must not be left alone with children
- Are not included in educator-to-child ratios

PRIVACY AND CONFIDENTIALITY

Staff must comply with:

- Privacy legislation
- Service Privacy and Confidentiality Policy

Information sharing will only occur where legally permitted.

CONTINUOUS IMPROVEMENT

This policy will be reviewed annually or earlier if required due to:

- Legislative changes
- Incidents or complaints
- Feedback from stakeholders

Feedback from children, families and staff will be considered during reviews.

REVIEW DETAILS

POLICY REVIEWED BY	Graziella Panazzolo	OSHC DIRECTOR	
POLICY REVIEWED	January 2026	NEXT REVIEW DATE	January 2027
MODIFICATIONS			
PREVIOUS MODIFICATIONS			

