

Great NEW Resources for the OSHC sector

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Let's Discuss - Sheets

A series of resource sheets that address current and emerging issues in support of OSHC services are being developed. The sheets have been designed in a clear dot point format, so they can be used as a quick point of reference.

The first two of these sheets are now available.

Let 's Discuss—Effective Communication

This sheet overviews the key principles for effective communication and then identifies:

- Why communicating effectively with children in OSHC is so important;
- Why you should communicate effectively with parents; and
- Why you need to communicate effectively with the staff team.

A key message of the resource sheet is that paying attention to the effectiveness of your communication strategies with each of these groups will make the day to day operations of your service streamlined, will cut down on conflicts and help you to develop strong professional relationships that are built on trust and mutual respect.



See also PD Package on Effective Communication.

Let 's Discuss—Evaluation

The second sheet in this series highlights the importance of on-going evaluation, its purpose and a range of methods for obtaining feedback from all your key stakeholders.

The sheet identifies the following areas that services should evaluate:

- Policy & Philosophy Review
- Professionalism
- Program
- Safety & Health
- Food Handling & Nutrition
- Staff Satisfaction

Available FREE of charge through the PSCWA website: www.pscwa.org.au
Free Essentials
Or contact the PSCWA Helpline: 1800 783 768

Practical Professional Development Packages

These PD Packages have been developed to assist services to conduct in-house training sessions to address some key issues that services in WA are commonly finding problematic.

It is recommended that a senior staff member is nominated to facilitate the PD sessions. Staff members work both individually and as a group to complete the exercises included.

Two packages have been developed to this date. These are:

Effective Communication

This PD Package addresses the following learning outcomes:

- To identify key principles for effective communication
- To learn the skills of paraphrasing, clarifying and reflecting
- To explain barriers to effective communication

Information covered in the learning guide includes:

- Definition of communication
- Key principles for effective communication
- Non-verbal communication
- Effective listening—paraphrasing; clarifying; reflecting
- Open and closed questions
- Giving and receiving feedback
- Good and poor communicators
- Common barriers to effective communication
- 10 laws of communication

Encouraging Parent Involvement

Learning outcomes are:

- To identify effective means of communicating with parents
- To explain the importance of developing partnerships with parents
- To determine appropriate response to parent complaints

Information covered in the learning guide includes:

- Partnerships with parents
- Relationships based on trust and mutual respect
- Dealing with problems and conflict

Taking a different approach to Behaviour Management

NEW DVD Training & Resource Package

There are various ways to manage children's inappropriate behaviour. In this DVD we demonstrate in a practical way, how to guide children's behaviour to a more positive outcome. You will learn that by encouraging children to develop leadership skills, giving them more responsibilities, and therefore enhancing children's independence, enables them to have greater ownership of the decisions made at the centre.

Staff need to be good role models with a consistent approach to bring about changes in the children's behaviour. The DVD suggests that staff can sometimes go wrong by trying to impose too rigid a structure for the OSHC environment. The DVD provides you with strategies to ensure you are providing an environment that encourages co-operation and self control.

The written program of activities needs to include co operation games and lateral thinking activities as well as times for discussion groups to take place in order to enhance children's leadership skills.

Any changes will take time but with staff and children working together as a team in a climate of mutual respect, the centre environment will become a place where everyone feels comfortable and children can flourish and grow to their full potential.

This practical DVD Resource and Training Package has been designed for you to view as a staff team, or individually, and includes practical exercises, useful templates, information sheets and behaviour signs, to help you to implement the new ideas you will learn.



Available for purchase March 2007 from PSCWA