

## COMMUNICATION POLICY

Last Reviewed: Aug 2020 Last Updated: Aug 2020  
References: GMA1, GMA2, GMA3, C11, C12, C13,

### Rationale

To ensure communication between parents, whanau, kaiako and staff through a variety of traditional and modern communication means, is as effective and regular as possible.

### Procedure

Playschool believes the best approach for the effective shaping of positive outcomes for all tamariki is successful and meaningful communication between the 3 key parties involved in any childcare partnership. These key parties are;

The parent/caregiver/whanau

The kaiako

The Programme Co ordinator (PC)

We ensure the 3 key parties are actively involved in effective communication and sharing of aspirations in a number of varying channels to ensure every participant has a channel that feels comfortable and effective for them.

The parent/caregiver/whanau:

- Feel free to communicate with PC and Management freely. We greatly value all contributions to the programme.
- Provide adequate feedback and communication to ensure the programme is working towards the key goal of ensuring positive outcomes for the child.
- Read and respond our monthly newsletters and submit ideas for upcoming issues. Additional copies of our newsletter can be found on our website under the news and events tab.
- Where possible attend our child outings.
- Communicate with the kaiako verbally daily.
- Communicate with the kaiako verbally during a weekly debrief.
- Contribute your thoughts and aspirations in writing in the form of the whanau/family aspirations in the Child Portfolio.
- Check information regarding food, sleep and toileting daily in the diary section of the Child Portfolio.
- Maintain regular contact with the PC via the parent contact emails to discuss your aspirations for your child's learning. This is also a great opportunity to provide feedback and suggestions relating to our programme and direction of our service.
- Check our Facebook and Instagram accounts for service updates, helpful information, learning ideas, competitions and more.
- Participate in phone call updates from your PC to maintain and strengthen relationships.
- Complete kaiako Performance Reviews every 3 months and discuss outcomes with them.

- Provide feedback when requested during our monthly educational visits (if you attend), by email or through our regular electronic surveys.

#### Kaiako:

- Feel free to communicate with PC and management freely. We greatly value all contributions to the programme.
- Ensure active listening, responding to verbal and non verbal cues and create an atmosphere in which people feel free to express their opinions and participate in decision-making.
- Provide adequate feedback and communication to ensure the programme is working towards the key goal of ensuring positive outcomes for the child.
- Read and respond to our monthly newsletters and submit ideas for upcoming issues. Additional copies of our newsletter can be found on our website under the news and events tab.
- Where possible attend our child outings.
- Communicate with the parents/caregiver/whanau verbally daily.
- Communicate with the parents/caregiver/whanau verbally during a weekly debrief
- Observe and document the child's learning and complete the kaiako observations in the Child Portfolio.
- Submit regular learning stories on the child using the Observation Story Portal (OSP) or Child Portfolio.
- Maintain regular contact with the PC via face to face discussions, phone calls and emails to discuss the child's learning.
- Participate in a meaningful way during the regular monthly educational meetings with the PC to discuss kaiako professional practice and the child's learning.
- Check our Facebook and Instagram accounts for service updates, helpful information, learning ideas, competitions and more.
- Complete kaiako Performance Reviews every 3 months and discuss outcomes with both the PC and parents/caregiver/whanau.
- Provide feedback when requested during our monthly educational visits (if you attend), by email or through our regular electronic surveys.

#### Programme Co Ordinator (PC):

- Ensure active listening, responding to verbal and non verbal cues and create an atmosphere in which people feel free to express their opinions and participate in decision making.
- Maintain adequate feedback and communication to ensure the programme is working towards the key goal of ensuring positive outcomes for the child.
- Observe and document the child's learning and complete the Programme Planning in the Child Portfolio and when necessary in the visit log.
- Maintain regular contact with the kaiako via face to face discussions, phone calls and emails to discuss the child's learning.
- Participate in regular monthly educational meetings with the kaiako to discuss kaiako professional practice and the child's learning. Encourage parents to be present in these meetings wherever possible.
- Contact parents/caregiver/whanau monthly via email to provide updates on the child's education, activities, learning story and programme. At this time also

provide an opportunity for feedback and suggestions relating to the programme and child's education and care.

- Where further support, information and guidance is required, in consultation with parents/caregiver/whanau and kaiako, PC's will seek support when necessary from agencies and services such as MVCOT, MOE Special Support, TMI Team, local MOE offices and other regional and local support services. A list of services can be found in the kaiako Induction and Training Manual.
- Complete an observation based learning story for each child and provide copies to the kaiako, parent/caregiver/whanau and Child Portfolio.
- Provide monthly newsletters outlining programme information, projects and other useful service information.
- Update the website with information regarding our service on a regular basis.
- Complete kaiako Performance Reviews every 3 months and discuss outcomes.

## **General Communication Information**

Staff and Management are bound by confidentiality and are not permitted to release information concerning another child's health or behaviour.

A full copy of all our Philosophy, Policies and Procedures are on our website under the links and downloads tab.

Parents, whanau and kaiako will be asked to provide feedback on our operational documents such as our services procedures and policies on an annual basis in accordance with our Annual Management Plans around April of each year. Details on any up and coming reviews and how you can be involved, will be released in our newsletters and our website.

All past and current ERO reports are accessible on our website along with a copy of Education (ECE) Regulations 2008, and the Licensing Criteria for Home Based Education and Care services.

A copy of our services operating licences are available to view in our Auckland head office and on our website along with information regarding our PC's contact information, qualifications and training history.

Details of the amount and expenditure of Ministry of Education funding received for each service will be released in April each year in the monthly newsletter and copies of past years details are available on our website.

For detailed information on how to lay a formal complaint please refer to our complaints procedure policy.