

COMMUNICATIONS POLICY

Rationale and Objective

In alignment with our philosophy, we value our relationships with Parents/Caregivers and Whānau and work collaboratively with them on the education and care of their child/ren. We aim to make communication with parents as open, regular and informative as possible. However, we do recognise that parents/caregivers are often restricted by time, therefore a variety of communication methods are available to allow for this to occur both formally and informally.

Procedures:

- Teachers aim to verbally communicate with parents each day.
- Emails, Facebook, Storypark, Discover Tablet notifications, Group Texts (for emergencies only) and various notice boards throughout the centre are methods of communication that our Centre uses to advise parents/caregivers of various information.
- The Centre website provides information to families about the Centre.
- Each room has a "Communication Book" where relevant information is recorded by teachers to communicate with one another.
- Teachers attend and participate in regular staff meetings as required and uses verbal, written and electronic media to communicate effectively to support children's learning.
- City Impact Church Childcare holds various social events where parents/families can be involved.
- Teachers also invite parents/caregivers to individual meetings/discussions as required.
- Parents/Caregivers are given opportunities to participate in annual policy reviews.
- Parents/Caregivers are also invited to participate in the annual Centre Philosophy review.
- Storypark is updated regularly to show group planning and children's individual learning and development. Storypark is our method of documentation and parents/caregivers are encouraged to contribute to their child's online portfolio.
- All nappy, toileting, sleep and meal charts are recorded and available for parents to view.
- Parents/caregivers are encouraged to share their child's aspirations both formally and informally. 'All About Me' forms are given to parents/caregivers on enrolment and updated throughout their child's learning journey with us. Teachers respect and acknowledge their aspirations and use them to contribute to their child's learning and development.
- Parents are encouraged to communicate with teachers and management freely and we greatly value their contributions.
- Teachers are bound by confidentiality and are not permitted to release any information concerning children.
- Parents will be informed of any accident or serious incident that concerns their child on the same day and in a timely manner.
- ERO reports are available through the ERO website <https://ero.govt.nz/review-reports> and also on our Childcare website <https://www.cityimpactchildcare.com/>. Alternatively, a printed copy may be viewed in our Policy and Procedures manual.

Policies

Our Policies are available for parents/caregivers in each room/area and also in the office/foyer. Throughout the year we regularly review the centres policies (outlined in the Annual Management Plan) and encourage parents/caregivers to participate in this process. This will be made available via Storypark and email for parent's input.

We have an open-door policy and encourage parents/whanau to visit whenever they would like. Parents/Caregivers are also free to make appointments with our teachers and manager for a more formal meeting. In addition to this policy, we also have a Compliments and Complaints procedure.