



COMMUNICATIONS POLICY

RATIONALE AND OBJECTIVE

In alignment with our philosophy, we highly value the relationships we build with parents/caregivers and whānau. We work collaboratively with them to support the education and care of their child/ren. We aim to ensure communication is open, regular, responsive, and informative. Recognising that parents and caregivers may be limited by time, we offer a range of communication methods—both formal and informal—to support effective engagement.

ALIGNMENT WITH TE WHĀRIKI

Wellbeing – Goal 3: Children, families, and employees experience an environment where they are kept safe from harm.

PROCEDURES

Centre Documentation and Displays

The following information will be clearly displayed within the Centre for parents, whānau, staff, and visitors:

- The service's current licence certificate.
- The name and contact details of the designated person for questions, concerns, or complaints.
- Information explaining how required centre policies and documentation can be accessed.

Required centre policies and documentation may be maintained in either physical or digital format, where permitted under licensing requirements. Parents and whānau may access relevant policies through the Centre Policy Folder in the office and/or through approved online platforms such as the City Impact Church Childcare website, where applicable.

Parent and Caregiver Engagement

- Teachers will regularly communicate with parents and caregivers regarding their child's development, learning progress, and any relevant matters.
- The Manager and teaching staff are committed to maintaining open communication. Parents and caregivers are welcome to approach staff to arrange a suitable time to discuss any confidential questions or concerns they may have.
- Parents will be informed promptly (on the same day) of any accident or serious incident involving their child, via phone or in person at pick-up.

Communication Methods

We use a range of tools to support communication with families, including:

- Email, Facebook, Storypark, Discover tablet notifications
- Group texts (for emergency purposes only)
- Noticeboards throughout the centre
- Our centre website: <https://www.cityimpactchildcare.com/>

Internal Communication

- Each room maintains a "Communication Book" for teachers to share and record relevant information.

- Teachers attend regular staff meetings and use verbal, written, and electronic communication to support effective teamwork and children's learning.

Family Involvement

- City Impact Church Childcare hosts various social events for family engagement.
- Teachers may invite parents/caregivers to individual meetings or discussions as needed.
- Parents/caregivers are encouraged to participate in annual policy and philosophy reviews. These will be shared via Storypark and/or email for feedback.

Learning Documentation

- Storypark is used to document group planning and individual children's learning and development. Parents/caregivers are encouraged to contribute to their child's online portfolio.
- All records related to nappy changes, toileting, sleep, and meals are available for parents to view.
- Parents/caregivers are invited to share their aspirations for their child, formally and informally. These are documented in 'All About Me' forms completed at enrolment and updated throughout the child's journey.

Confidentiality and Safety

- All teachers are bound by confidentiality and are not permitted to release any information concerning children to unauthorized persons.
- The safety and wellbeing of the child is paramount. In certain situations, it may be necessary to refer to the *Child Protection Policy*.
- When the Manager contacts an external agency concerning a child, all correspondence and records are stored in the child's enrolment file.

ERO Reports

ERO (Education Review Office) reports are publicly available via the ERO website at <https://ero.govt.nz/review-reports> and are also accessible through our childcare website. A printed copy is available in the centre's Policy and Procedures Manual.

Parent Partnership and Communication

City Impact Church Childcare values strong partnerships with parents and whānau and encourages open, respectful communication. We maintain an open-door policy and welcome parents/whānau to visit the centre at any time. Parents/caregivers are also welcome to arrange meetings with teachers or the Centre Manager for more formal discussions as needed.

Centre policies and relevant documentation are reviewed regularly as outlined in the Annual Management Plan. Parents/caregivers are encouraged to participate in the review process, with opportunities for feedback communicated via Storypark, email, and/or other appropriate channels.

This partnership approach is also supported by our Compliments and Complaints Procedure.