

INFORMATION AND COMMUNICATION EXCHANGE POLICY

PURPOSE:

To ensure that there are many different types of procedures in place to allow for information from staff to be passed on to parents on the health, welfare and progress of each child at the centre.

IMPLEMENTATION:

It is vital that staff understand the importance of exchanging information about the children's well being and progress both formally and informally with parents. We have many different forms of communication within our service to ensure that this procedure occurs regularly and in accordance with the needs of the individual families.

Our service has a comprehensive Centre Handbook which details all procedures throughout the centre.

From our Centre Handbook:

2.9 COMMUNICATION BETWEEN PARENTS AND STAFF

Communication is the key to a successful partnership with parents. The centre aims to achieve high levels of communication through a variety of methods as follows:

Room information boards: All rooms have a Parent Information Board. The type of information on this board ranges from everyday meal and rest records, to the weekly indoor and outdoor program, the weekly menu, activities the group have been enjoying and other information for families of the room. The Meal and Rest Records details what the children had for morning tea, lunch and afternoon tea and also how much was consumed. It also gives an indication of how long your child slept. The Wallabies also have a lovely celebration board and a science and maths board for parents to look over every now and then.

Family Communication Pockets: Each family in the centre has their own communication pocket. These are located in the foyer of the centre. The director will point these out when families are being shown through the centre. We encourage you to check this each time you are in the centre as we use these for most written communication ie, notes, receipts, newsletters, etc.

Newsletters: An informative newsletter, The Elder Street Herald will be provided each month. Please take the time to read the newsletter as we feel there is always some very useful information related to children, parenting, childcare and up to date information on what is happening around the centre.

Suggestion/Fee Box: In the foyer of the centre located in the sign in desk is our fee/suggestion box – it is a gold mail box slot. Parents can use this to deposit any written communication for the centre. Fee payments of cash or cheque, suggestions, completed forms etc can all be posted in this slot.

Parent involvement: Parents can be involved in the centre in many different ways. You are welcome at the centre at all times to observe and/or join in with activities for as long or little as you like. Staff are happy to discuss the program, activities and/or

your child's development. Parents are always welcome to attend our excursions and are greatly appreciated (a small attendance charge may apply). If parents have any special talents or information on offer to our program, staff would be more than happy to include these in the program. Some examples that the children would benefit from are: another language and other cultural information, artefacts etc, performance of a musical instrument, poetry, story telling or puppetry, dance/exercise sessions, bringing in a pet for a visit, bathing a new born baby, art/craft activities with the children or simply a different lap to sit on for a story!

Parent and Staff meetings: Parents and/or staff may at times feel the need to make an appointment to discuss at length issues about a child ie., behaviour, development etc. To be able to communicate freely and effectively it is best for the involved parties to make a time convenient to both. Parents need only phone or speak to staff directly in order to arrange for this type of communication. We are always more than happy to discuss any issues or concerns and just ask that enough notice is given to allow us to collect any information that may be of use during the discussion.

Parent Information Nights: We have an annual Parent Information evening each year where parents come to listen to a guest speaker on many different subjects relating to the early childhood years. In June/July of each year parents will receive a half yearly developmental profile on their child. If they wish to discuss this with staff they are welcome to make an appointment for this. Towards the end of the year around October, parents will again receive another Child Development Profile. Children going to school the following year will receive a Preschool to Primary Evaluation and be offered an appointment to talk with the Preschool Staff about their child's progress in the School Preparation Program. Parents receive a copy of their child's focus child week evaluated program 4 times per year. They are also welcome to make a time to speak to staff about the content and evaluation of the focus week and view their child's developmental records.

Policy Manual: A Centre Policy Manual is available upon request for parents to read. The centre's policies have been developed in consultation with parents and staff. All policies are regularly reviewed in light of our stated goals and philosophy and to ensure that they are in line with current educational theory, and are still meeting the needs of both children and families using the service.

Concerns and Complaints: Please feel free to discuss with the Director any problems or concerns you may have. Childcare rooms are not always suitable for these discussions and we would prefer to talk with you in a more appropriate environment. Ideally a parent should make an appointment with the Director so that we can give you our undivided attention. Please refer to the Parent Grievance & Disputes policy for more information.

If parents wish to obtain specific developmental programming based information on their child, this will be available on request and also at set times throughout the year as mentioned in our section Parent Information Nights.

Developed:

23 March 2006

Source:

Children's Services Regulations 2004

Elder Street Early Childhood Centre – Centre Handbook