

Communication Plan

Aim

To build genuine partnerships with families where Educators and Parents value each other's roles and communicate freely and respectfully about information regarding the child's needs, interests, routines, learning and other general information to enhance the child's experience at Narnia.

Explanation

At Narnia Christian Preschool and Early Childhood Centre, we believe that it is important to have great communication with families to ensure that we are providing the best care possible for each child. We believe this is essential in supporting each child's growth and development.

Implementation

We have developed the following ways of communicating with families:

- **Verbal communication:** Educators and families discuss the child, the child's day and any other important information at the beginning and end of day or by appointment if a longer period of time is required.
- **Attendance sheets:** Each child's daily attendance is recorded by the parent or guardian on the iPad at the Centre. The iPad also informs parents when they need to see a staff member at the end of the day. This notice must be acknowledged before a child can be digitally signed out.
- **Incident, injury, illness and medication forms:** Developed to assist families and educators when communicating the urgent needs of every child or an incident that may have occurred (refer to: medication, incident/injury and Illness policies for further information).
- **Risk Minimisation Plans:** are written for children with medical needs and other diagnosis. These are jointly completed by staff and parents and include details of medical plans or reports from physicians. Staff will meet with parents if ongoing changes to the RMP are required. Any changes will be signed and dated by both parties.
- **Storypark:** is the platform used by Educators to record and communicate information about the child to the parents and for general information including notices for all families. Educators evaluate the daily planned and spontaneous experiences the children have engaged in as well as reflections of the child's learning and development and upload to the Storypark platform for parents to access and comment. Photos are added to assist in giving parents and guardians an insight as to what their child has learned and participated in through their day.
- **Daily Meals Sheets:** may be used to record children's meals in the younger age groups, sleep/rest times, bottle consumption/times and any other messages.
- **Nappy change and toileting charts:** Are used to record when younger children have had their nappy changed or has used the toileting facilities. It is used to communicate wet nappies, bowel movements, and toileting use throughout the day.
- **Programs:** The program is displayed in each room. This is to ensure that parents and guardians are able to see what is happening in the room and any experiences that may be relevant to their child's development. This may be displayed via a digital platform.
- **Developmental portfolios:** Educators keep detailed portfolios of every child's development and the milestones that have been accomplished. Parents and guardians are able to access their child's portfolio at any time. Portfolios are kept in each child's room or via Storypark.
- **Mid-year and end of year assessments for Prep children** are completed and made available to families.

- **Parent and educator interviews:** Parent and guardians are welcome to speak with staff at most times. If dedicated time is required, parents are asked to book an appointment to meet with educators to set developmental goals and discuss their child's developmental progress in detail. Parent teacher interviews are held annually for children in the Prep program.
- **Notices:** Are displayed throughout the Centre or sent via email to inform parents and guardians of any upcoming events, or any other information that is required.
- **Email:** An email register has been developed to inform families of upcoming events, account statements, reported cases of illnesses, and any other required information.
- **Telephone system:** The Centre has a telephone system to allow parents and carers to call each other throughout the day. Parents and guardians are encouraged to call throughout the day to see how their child is. Calls will be received in Reception and only transferred to the Educators in the child's room in exceptional circumstances as educators are attending to the needs of the children. Please leave a message if educators are unable to answer the phone and the first available person will reply.
- **Newsletters:** Are developed and distributed regularly via email to inform parents and guardians about what has been happening throughout the Centre, upcoming events and any other relevant information.
- **Parent Resources:** General information and publications of interest to parents will be located in the entry foyer or available by request.
- **Communicating with families with culturally & linguistically diverse backgrounds:** Where needed, Narnia will make all efforts to obtain information required by the family to be translated through an interpreter or into written form of the required language (Interpreting Services (TIS National) Ph: 131 450).
- **Social Media:** All services have a Facebook page, which is updated regularly providing information about activities and experiences at the Service.
- **Family information evenings and social events** occur across each service.
- **Policies:** Access to our centre policies and procedures are available on our website and in our policy folder in each service.

Initial contact with families is through:

- Website
- Social media
- Marketing
- Phone
- Word of mouth

Enrolment communication is through:

- Online application for parent ease
- Initial Centre visit
- Orientation
- Welcome letter
- 1st month feedback on Orientation and Communication

Family Involvement and Feedback

- Parents are encouraged to share their knowledge and expertise with Narnia. This may be through contributing ideas for the daily program, sharing a particular skill or interest with staff and children, reviewing and commenting on Policies, assisting with gardens and natural environments, collecting resources etc.

- Parents are encouraged to give verbal or written feedback at any time. This could be through Storypark, email, feedback forms, social media or meeting in person. All feedback and communication to be conducted in a professional and respectful manner by both parties.
- Families are provided the opportunity to complete surveys twice per year. The initial survey links to the orientation process, the second survey requests broader information and links to the child's needs being met.

Communication with staff

Communicating effectively with and between staff assists staff in providing the highest levels of care and education for young children. This occurs through:

- Orientation and induction
- Staff Handbook
- Staff meetings
- Room meetings
- Educational Leader meetings
- Appraisal process and performance feedback
- Quality Improvement Plan
- Directors meetings
- Regular conversations
- Mentorship

Communication with Management

Effective communication between Management and staff builds respect and support of staff as they endeavour to provide the absolute best for families. This occurs through:

- Monthly Directors Group meetings
- Monthly centre based meetings
- Emails
- Articles
- Conferences
- Regular conversations
- Strategic plan
- Operational plan
- Vision setting
- Staff appraisal

Communication with Community

Effective communication with the wider community assists with advocacy for the rights of the child to be loved, supported, educated and provided for.

Narnia is committed to providing a child safe environment. The safety and protection of children is our highest priority and we have zero tolerance for any abuse or maltreatment of children.