

## **Policy Statement**

We aim to maintain open communication between all stakeholders involved in the organisation; staff, families', children and wider community (including schools, parish etc.). Staff will be made aware of what is considered appropriate communication avenues. This will ensure that positive relationships are established and maintained and that effective collaboration can be established, with ongoing two way communication being maintained.

## **Considerations**

- ✓ The Education and Care Services National Law 2010
- ✓ The Education and Care Services National Regulation 2011
- ✓ The Education and Care Services National Quality Standards 2011
- ✓ My Time Our Place
- ✓ ACI Policies and Procedures.

## **Procedures**

- Staff will use communication methods which convey respect and acceptance, with everyone they deal with.
- Staff will exchange information with families about child's progress, interests, participation and day with families on arrival and departure.
- Staff will not exchange confidential information with individuals who do not legally have any right to that information. Respectful confidentiality is to be maintained at all times.
- When parents contact the service to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.
- Staff will welcome and value family and community input and treat concerns with respect.
- Families will be encouraged to speak with educators regarding any aspect of care of their child at any time.
- This may be spontaneous, by telephone or by appointment. Staff will respond to families' questions, concerns and suggestions promptly.
- Child information, program delivery and participation in the program will be passed onto families and community through day books, emails, meaningful wall displays and verbally (phone, meetings and daily conversations).
- Families will be provided with a 'Family Handbook' which outlines important information, such as operational information and relevant policies and procedures. The handbook will be made available on the organisation website.
- The organisation will provide information of a general nature to families and interested people through the website. Information such as location, operational hours, enrolment procedures, fees, policies and procedures etc. will be available.
- Families and the wider community will be kept up to date with service details and important information through the organisation website, Facebook page, emails and notices and signs.
- Management of our organisations website and Facebook page is outlined in ACI Media Policy.
- Parents and authorised contacts will occasionally be permitted to briefly speak to the child on the phone, if the need arises.
- Families will be informed promptly and sensitively of any incidents and issues affecting their child.
- Information with regard to family issues and personal lives will be handled confidentially. Both parents/guardians will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child.
- Children will be allowed to ring the parent or authorised contact at the staff's discretion.
- Children will be given a voice at the service through staff asking and talking to the children about their opinions on matters that have an impact on them, their interests and suggestions. Children's ideas will be valued and incorporated into the program, wherever possible.
- Staff will have access to the centre's phone for personal use, if required for any emergency or the occasional need.

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- Emails will be considered a suitable written form of communication. Emails will be exchanged between staff, parents and community.
  - ACI Grievance and Complaints Management Policy will be followed and address any concerns raised by families or community. The policy will be available on the organisations website and contact details (as outlined in the policy) will be displayed at the sign in area at each service.

### **Checklist for Staff**

- Communication methods should be meaningful and respectful.
- The organisation will utilise verbal communication methods as well as email, notices, newsletters, organisation website, Facebook page, family handbook, and signs.

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Policy is only endorsed if initialled by 2 members of the management committee

Endorsed by the Management Committee on the 01<sup>st</sup> March 2017

Communications Policy is to be reviewed by the 01<sup>st</sup> March 2022