



Little Feet Childcare Centre Limited

"we care for your child"

Communication Policy

Rationale:

The Management and Staff of Little Feet Childcare Centre will ensure that communication and consultation between the Centre and parents/Whanau acknowledges and respects all parties' values, needs, hopes, and dreams.

Aim:

1. Little Feet Childcare Centre supports an "Open Door" Communication Policy.
2. Parents/Caregivers are encouraged to participate and communicate in the Centre's decision making regarding their child.
3. Clear guidelines are available for Management, staff and parents to discuss concerns or complaints about the service (Refer to the complains procedure) attached.
4. Educators will provide opportunities for parents/caregivers to discuss with them about their child's progress, program activities and Centre operation.

Procedures:

1. Parents are always welcomed and are encouraged to be an integral part of the Centre.
2. Parents are welcome to drop in and observe the program at any time.
3. Parents are welcome to share information with staff informally regarding their child/children during drop off and pick up times.
4. White Board: Parents are encouraged to read the white board for daily updates in the Centre.
5. Parents Meetings: Parents meeting will be held on a quarterly basis and all parents are invited to attend the parent's meetings for suggestions, feedback and consultations.
6. Monthly newsletters: Monthly newsletters are printed out for parents. A copy is also uploaded in Info care system monthly.

7. Facebook: The Centre has a Facebook page. Photos and videos are updated regularly on this page.
8. Website: Little Feet Childcare Centre has a website, which will help parents/whanau and the wider community to get more information about our Centre.
9. A communication book is in place for teachers and parents to exchange information between home and Centre.
10. Educators will ensure to provide daily feedback to parents about their child's day in the Centre.
11. Educators/Management will be available at mutually suitable times to discuss with parents any issues regarding their child/children.
12. Parents are encouraged to attend all Centre events and functions.
13. Parents who are concerned or not happy with the care of their child/children, or about any incidents at the Centre are urged to speak with the teacher first, and if still not happy can bring their grievances into the attention of the Centre Supervisor or Centre Manager.
14. Parents may also choose to become involved by:
 - Contributing to Centre policy reviews
 - Contributing to Centre Internal Evaluations
 - Completing surveys, questionnaires by providing constructive feedbacks
 - Contributing to their child's/children's portfolio's

Teachers are bound by confidentiality and are not permitted to release any information about any child to another parent or Whanau.