



1.2 Communications

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Purpose

To ensure all lines of communication are kept open so that relevant information is shared amongst all staff / mātua / whānau.

Policy

Te Puna Reo o Ngā Kākano aims to make communication with mātua and whānau as open, regular, and informative as possible.

Regular opportunities (formal and informal) are provided to whānau to:

- Communicate about the education and care of their tamaiti and share specific evidence of the tamaiti learning; and
- Be involved in decision-making concerning their tamaiti learning.

Procedure

Nāma	Whetoko Step	Key points	Responsibility
With whānau/mātua/caregivers			
1	Our centre will have an open-door policy whereby mātua/ whānau/ caregivers are welcome at all times.	Mātua will be welcomed appropriately and will be encouraged to be an integral part of the centre.	All staff
2	Mātua are encouraged to communicate freely. Verbal communication directly with mātua on a daily basis.	All staff are to provide opportunities for mātua/ whānau/ caregivers to discuss their tamaiti progress when they meet and greet each morning or on arrival to collect tamaiti at the end of each day. Kaiako will informally meet mātua at these times or take the opportunity to arrange hui, if further discussion with	All staff

		mātua/kaiako is needed by either party.	
3	A notice board is located near the main entrance.	This board is regularly updated and communicate necessary information to mātua about what is happening each day of the week, e.g., pōwhiri, poroporoaki, haerenga, etc.	All staff
4	Notice boards are located in each rōpū area.	Pouako are to ensure these are kept current and reflect the planning and/or information/pictures on current activities in their individual rōpū.	Pouako
5	A monthly Pānui will be made available to all mātua.	This pānui includes information from the Management Team (as required) and includes information from each rōpū. This is to ensure all whānau are made aware of what is happening throughout the centre.	Kaihautū/ Pouako
6	Email/ Storypark is used as a tool for positive communication.	Only the Kaihautū uses the Tūmuaki email address for pānui/notices to all whānau. Pouako use their rōpū addresses (Kākano and Puāwai) for any correspondence on their part. Storypark may be used by kaimahi for any necessary community posts re: curriculum events where there may be a direct request for help, and/or volunteers.	Kaihautū
7	Discover Childcare software is used as a tool for communication.	Management will use the software to post reminder notices to Mātua when they sign-in or sign -out their tamaiti. The software may also be used to communicate to Mātua via SMS text.	Management
8	All centre policies are available to all mātua at any time.	Whānau are made aware of this as part of their induction to the centre. A copy of the policies are available on request to borrow. Some of the policies are available on the website.	Kaihautū
9	Roles and responsibilities of Management, Pouako and Kaiako clearly stated and communicated.	The Management Structure is discussed with mātua during	Kaihautū

		induction into the centre. An outline of the Management Roles and Responsibilities are available in our whānau library.	
10	Tamaiti individual records belong to mātua/ whānau and will be available to them at all times.	Whānau are made aware of this as part of their induction to the centre, this includes enrolment packs, profiles (hard-copy and Storypark), communication books, reports, etc.	Kaihautū
11	Whānau social evenings may be offered by individual rōpū.	<p>In consultation with the Kaihautū, Pouako may set hui times and dates. This is a time where mātua are encouraged to participate in decision-making by speaking to staff.</p> <p>Mātua will have the opportunity to discuss their whakaaro with staff and Management, and be listened to.</p> <p>In addition, time can be made available for Pouako to discuss with mātua anything concerning their tamaiti.</p>	Kaihautū/ Pouako
12	Profiles (hard-copy and Storypark) are kept for all tamariki. Mātua in Kākano will also have access to a detailed, daily communications booklet for their tamaiti (Pukapuka Pango).	<p>Pukapuka Pango: This is an individual book communicating and recording information to mātua about their tamaiti’s development and daily activities. These books are to be updated regularly (daily, or as necessary), and go home with the relevant tamaiti for mātua to read and add-to. Mātua/ whānau/ caregivers are also encouraged to participate in decision making regarding their tamaiti, by use of the corresponding section in the communication book.</p> <p>Storypark Profile: Kaiako may opt to start a private Conversation or add a Child Note to a tamaiti’s Storypark profile as a means of communicating and providing information to mātua</p>	Pouako

		about their tamaiti's development and daily activities. Mātua are also invited to comment, and add their whakaaro, to create a mutual, ongoing forum for discussion.	
13	Kaiako are bound by confidentiality and are not permitted to discuss or release information pertaining to another tamaiti.	Confidentiality is maintained at all times.	All staff
14	Clear guidelines are available for management, staff and mātua to discuss concerns or complaints about the service.	Refer to Complaints Policy.	Kaihautū
With Educators and Management			
15	Management and staff in consultation with mātua will review the centre philosophy/vision.	The strategic plan will be reviewed every three years. Input will be sought from all stakeholders to inform the goals and outcomes of the centre.	Management
16	The Kaihautū and Pouako will take primary responsibilities for a quality curriculum	Scheduled hui are held with the Kaihautū and Pouako to regularly assess current procedures, education planning, which when implemented will ensure that quality early childhood practices are achieved.	Kaihautū/ Pouako
17	The Management Team will regularly monitor centre practices and policies	Regular review processes are undertaken to ensure quality care is provided.	Management