

Communication Policy and Procedures



Licensing Criteria:: Curriculum Regulation C11, C12, C13,

Governance, Management and Administration GMA3, GMA4

Rationale

We consider that parents and whānau are the child's first teachers and we aim to make communication with them as transparent, regular and informative as possible. We recognize that for a child to reach their full potential, kaiako and whānau must collaborate and the sharing of information should be a reciprocal process. While whānau may be interested in all aspects of the kindergarten operation and day to day events, they are often limited in available time to spend at our kindergarten. We will therefore offer flexibility through a variety of means and methods to communicate information about their child's daily life and learning progress whilst at our service and seek authentic input from parents and children when planning for a child's individual education and care.

Link to Te Whāriki

Belonging Goal 2 - children and their families experience an environment where they know they have a place.

Procedures

Enquiries:

- Up-to-date contact details and information will be available on our website www.theredwoodskindergarten.co.nz along with expressions of interest/enrolment forms. Inquiries on this website will be responded to in a timely fashion by the Management Team. Email, phone calls, text messaging and private Facebook messenger will be used as ways of communicating in response to enquiries.
- Whānau will be made fully aware of our fee schedule and fee policy prior to completing an enrolment form. Our current fee schedule will be available to view on our website and a hard copy displayed on the office wall in the kindergarten. Whānau will be provided with a paper copy should they require one.

Enrolment and Induction

Policy Folder Curriculum

- Our website will be linked into the Discover Child Management System. Whānau will be encouraged to complete their enrolment form online so that information will automatically load into this system. Kaiako will assist whānau to complete an enrolment form if they do not have access to a computer.
- Upon completion tamariki will be added to the waiting list and an email acknowledging their application or enquiry will be sent. To ensure there is transparency, all whānau will be advised at this time that a place for their child in the kindergarten is not guaranteed because of a potential lack of availability at the time they turn 3. Whānau will be contacted regularly thereafter via automatic email to check that they wish to remain on this waiting list. Once spaces become available for their child whānau will be contacted by either phone or email with an invitation to visit. Their preference of days will be established and the team will work to meet the needs of each family.
- Tamariki and whānau will be encouraged to visit as much as possible prior to officially starting, to support an effective transition into kindergarten.
- Prior to starting, parents will be invited to attend a face-to-face induction meeting with kaiako at a time when they are on non-contact to discuss their child's enrolment. (see Induction Procedure for Tamariki and Whānau [and](#) induction checklist) They will be presented with our kindergarten welcome pack which will include details of teaching staff, a brief overview of our curriculum, day to day program, what they will need to bring on their first official day, some important policies such as our Child Protection Policy and Procedures and our assessment, planning and evaluation systems. Whānau will be informed of ways in which they can be part of our kindergarten program eg sharing a skill, coming on excursions, helping kaiako with general duties
- During the induction process Kaiako will explain the benefits of using the Educa public message board as a means of communicating with whānau and encourage them to accept an invitation to participate. We will also encourage whānau to complete the 'all about me' section in the tamaiti profile prior to starting in order to give kaiako a greater understanding of the child.
- Kaiako will explain that this will also be the main way whānau can access written information about their child's progress and that it will be confidential and only visible to them unless they specifically invite someone to view it.
- Information will be gathered and given to ensure each child and their whānau experiences a smooth transition into kindergarten. Kaiako are bound by confidentiality and will refrain from discussing any information about fees or a child's health and learning needs with anyone outside of the teaching team.

- We recognize that all children are individuals and to ensure that tamariki experience a positive start to their early childhood education with us, parents will be reassured that they can stay with their child for as long as they feel it is necessary. Kaiako will support parents and work together to assist whānau if they struggle with separation issues

Operational Communication

- Parents will be notified in writing when operational information is available for them to view through the Educa message board and kindergarten whiteboard.
- This means of communication will inform whānau of where and how to access information concerning the latest ERO report, copies of our most recent audited financial reports, the Hazard and Risk register, the Emergency Management folder and the ways in which we have spent Ministry of Education funding.
- A range of relevant policies up for review will be posted on the Educa message board for consultation with our community and whānau will be invited to read and comment as part of our review process. Kaiako will consider all comments with an open mind and respond via Educa so that consultation and all communication is transparent and documented. If no feedback is given via the Educa portal, kaiako will make every effort to speak with whānau to obtain feedback.

Day to Day Communication

- Kaiako will aim to communicate verbally with each parent/caregiver daily.
- Notice boards are located near the front door and will communicate important information to all whānau. These notices will be updated daily and kaiako will draw attention to urgent notices as necessary.
- Information about the daily program will be recorded daily in our staff diary. This will document significant conversations, planned curriculum and emergent interests of children for use with group planning.
- Educa message board will be used as the platform for communicating daily learning and up and coming events.
- Administering of medication, illness and injuries, nappy changing, wet or soiled children, first aid and sleep times are recorded in information books. The inside teacher will be responsible for drawing attention to incidents and for obtaining signatures from whānau.

Assessment Planning and Evaluation

- Kaiako will endeavour to create a welcome story for the child in the first week of their attendance. In the following weeks, kaiako will spend time growing their

relationship with the child and will notice, recognise and respond to the child's individual strengths and interests. A subsequent learning story will be written which includes photos of the child's engagement, observations of strengths and perceived interests and an indication of how we might support these. There will also be provision for whānau to give feedback and outline their aspirations for their child as they progress at kindergarten. Kaiako will endeavour to respond to these aspirations and will provide evidence of progress through photos and documentation.

- E-portfolios will be offered to parents as a convenient means of communicating, consulting with and obtaining whānau feedback about their child's learning journey. Whānau and kaiako will collaborate to set individual teaching goals for children either through this portal or through face to face korero.
- Whānau are encouraged to communicate freely and openly with teachers and their contribution will be valued and respected.
- Planning for individual learning will be evaluated regularly at team planning meetings and kaiako will determine whether they should continue with the current teaching goal or move on to a new goal. Evaluations and forward planning will be made available for whānau consultation and feedback on Educa using the "Priorities for Learners" planning tool
- Kaiako will also provide hard copy portfolios because we consider them to be a child's taonga. They will reflect the child's learning journey, culture and learner identity and capture the voice of kaiako, tamariki and whānau. Whānau will also be encouraged to add stories from home to add more complexity to this record.

Review

Policy will be reviewed every 3 years as per our review schedule or when a change is required.

Ratified	
Date:	August 2024
Review Date	August 2027
Consultation undertaken	Yes

References

- Te Whāriki Early Childhood Curriculum 2017 Belonging Mana Whenua Strand .

Policy Folder Curriculum

- Education (Early Childhood services) Regulations 2008
Licensing Criteria for Early Childhood and Care Services 2008 Reg 43
- See also Fee Policy and Fee Schedule
- Child Protection Policy and Procedures
- Excursions Policy and Procedures
- Social Media Policy and Procedures
- Induction for Tamariki and Whānau Policy and Procedure
- Induction checklist