

Communication Policy

Published	August 2020
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Sources	Education and Care Services National Regulations, December 2019 Education and Care Services National Law, February 2018 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Framework, January 2020
Associated Policies	Privacy and Confidentiality Policy

Aim:

To provide regular, respectful, warm, friendly and open communication between Educators, staff, parents and other stakeholders.

Explanation:

Communication is a two-way process, it is the fuel that drives partnerships. As a Family Day Care Service, we must be responsive to the diverse childcare needs of the community.

Responsibilities:

In relation to the Approved Provider and Co-ordination Unit Staff and Educators:

- Abide by the requirements of the current Education and Care Services National Law, Education and Care Services National Regulations and the current National Quality Standard in relation to communication
- Ensure that there is always open and honest communication between the Co-ordination Unit Staff, Educators, Families and Community Agencies

Communication between Co-ordination Unit Staff and Educators will occur through:

- The completion of a comprehensive induction program with each new Educator prior to them starting work
- Conducting regular announced visits and regular unannounced visits to each Educator's residence or venue to assist in establishing strong communication networks
- Providing written feedback during routine visits, and at other times as required
- Telephone support
- Regular emails
- Regular Training and Professional Development
- Ensuring the mentoring of new Educators is encouraged and facilitated by Educators and Co-ordination Unit Staff
- Regular Educator Newsletters
- Supporting networks facilitated between Educators to encourage the sharing of ideas, practices and strategies
- Relevant information regarding Educator and Staff training, resources and the services Policies, Procedures and Guidelines being posted on CCEL's Facebook Page

Communication between Co-ordination Unit Staff and Families will occur through:

- Enrolment Interviews where families and the Scheme discuss their care needs and requirements before placing their child with an Educator
- Parents being able to meet with a Coordinator by appointment to discuss any issues or concerns about their child, the child's Educator or the Scheme
- Families providing feedback about the service through the Annual Client Satisfaction Survey, and at any other times the family wishes to do so
- Verbal and/or via written notes, newsletters, emails, Facebook page, prearranged meetings and any other appropriate forms of communication
- Phone contact
- Actively encouraging families to participate in the service they are utilising, and to attend and participate in social events organised by the service
- Relevant information regarding parent training, resources, upcoming events and the services Policies, Procedures and Guidelines being posted on CCEL's Facebook Page

Communication between Co-ordination Unit Staff and Community Agencies will occur through:

- Networking with other Early Education and Care Services
- Networking with local schools on the provision of suitable, quality Out of School Hours Care
- Shared training
- Utilising PSC Services such as Include Me
- Maintaining an open relationship with Mission Australia and the Brighter Futures Program in relation to the provision of care and ongoing monitoring of children at risk
- Communication with, and utilisation of Child Protection Helpline and 'ChildStory' Mandatory Reporting guidelines
- Building a positive relationship with DEC in relation to the care of foster children within the service
- Being aware of and tapping into the resources of the local area that Community Services and Neighbourhood Centres offer in the way of support to families

Communication between Educators and Families will occur through:

- Enrolment interviews where families have a chance to meet the Educator and find out more about how their Family Day Care Service works
- Settling-In visits where the child and family has a chance to stay and familiarise themselves with the Educator and other children being cared for
- Forms that families fill in with information about their child and the child's care requirements: Enrolment Forms, Medication Forms and All About Me Forms
- The provision of regular information to families about their child's experiences and achievements while in care
- Verbal and/or via written notes, newsletters, emails, Facebook Page, prearranged meetings and any other appropriate forms of communication
- Families being encouraged to keep Educators informed/ aware of their needs as well as their child's needs, experiences and interests
Promoting continuous open and honest two-way communication to assist families in feeling connected with their children's experiences, and to develop families' trust and confidence in the service
- Actively encouraging families to participate in the service they are utilising, and to attend

and participate in social events organised by the service

- Educators seeking advice and ideas from families about their child
- Families participating in decision making about their child, as well as practices in the service that will affect their child E.g., Family input and feedback into the Curriculum Diary

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems