

## CONSULTATION AND COMMUNICATION

### RATIONALE

To develop and maintain an open and supportive atmosphere, where parents, whānau and/or guardians feel at ease to express and discuss their values, ideas, issues and concerns.

### PROCEDURE

The consultation process should reflect an atmosphere of openness, acceptance and support for the family and community values.

Consultation will be an ongoing process, informal, formal, verbal or written, between Co-ordinator and Educator and parents.

### PARENTS/WHANAU

We aim to make consultation with parents and whānau as open and informative as possible. We recognise that while parents are interested in all aspects of the service they are often restricted by time. We therefore instigate a variety of communication methods that are culturally appropriate.

- Educators aim to verbally communicate with parents daily
- Newsletters and notices are sent out regularly to parents and educators
- Parents/whānau are invited to become active participants to meet with management/co-ordinators to share in decisions concerning their children's care and education as we respect the aspirations parents and whānau have for their children.
- Parents and whānau are personally invited to our excursions and play group sessions where they will be valued participants
- A journal is provided to each child where educators assess and plan for children's development and record their achievements. We warmly encourage our parents to contribute to these journals.
- Educators must have a cell phone so parents can contact them at any time.
- Parents education evenings are offered throughout the year
- Nappy changes, sleep times and food eaten (over and above what is provided by whānau) are recorded in note books for daily use. Parents are encouraged to communicate with educators and management freely and we are grateful for their contributions.
- Management/co-ordinators/educators are bound by confidentiality and are not permitted to release any information concerning another child's health or behaviour

Parents will be regularly (every three months at a minimum) contacted by the Co-ordinator to ensure they are happy with the service they are receiving and that they are involved in decision making about their child's learning.

Parent surveys are done every year to help review our service.

Parents are also welcome to view

- The full names and qualifications of each person counting towards regulated qualification requirements
- The service's current licence certificate
- The most recent Education Review Office report regarding the service

## **EDUCATORS**

Educators have a copy of:

- The service's operational documents such as its philosophy, policies and procedures and any other documents that set out how day to day operations will be conducted
- The Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Home-based Education and Care Services 2008
- A procedure people should follow if they wish to complain about non compliance with the Regulations or criteria

Parents are informed of this and are welcome to view these documents at any time. If educators and parents have a particular issue they need support with, co-ordinators will seek out and inform each party of courses of interest and relevance. If further support is required, co-ordinators, educators and parents will collaboratively decide if professional outside agencies are required and sought, if desired. Regular contact will be made between the outside agency, co-ordinator, educator and parents to ensure all parties are fully informed to best support the child involved. The expenditure of any Ministry of Education funding received by the service is available on request at the office.

## **POLICIES**

Policies and procedures are reviewed as required. Policies and procedures are available for all educators and whānau on our website and in our local offices. Educators and parents are informed of any changes to policies or new policies created.

- Parents will receive newsletters keeping them informed of any information they need to know about, including any reviews, events and special occasions.
- Published on the Scallywaggs Sprouts web site
- Copies are available at the regional offices

## **REFERENCE**

Education (Early Childhood Services) Regulations 2008 (Reg43/C11-C13 Reg47/GMA1, GMA2, GMA3)