

POLICY: 34 Communication and Consultation

STATUS: Approved

DATE: July 2011

Date for review: July 2013

This policy recognises and provides for the rights, needs, and responsibilities of parents/guardians/whanau with respect to the care of their children and their commitment to the Centre.

To involve parents/guardians/whanau in the management of the Centre.

- Encourage parents to join the Management Committee.
- Invite attendance at the Centre's AGM, and at regular social, fundraising, working bee events etc.
- Make decisions at meetings by consensus whenever possible.

To ensure good communication, with respect for cultural differences.

- Provide new parents with all necessary information about the Centre's operation, procedures, and the role of parents.
- Have regular parent contact (additional to Management Committee meetings) and social events.
- Inform parents/guardians/whanau of Management Committee decisions, and provide update reports on the Centre's curriculum and Education Review Office reports.
- Ensure parents/guardians/whanau are welcome at the Centre at any time, and have ample opportunities to be informed of, and discuss, their child's programme with staff at the Centre.
- Parents will be encouraged to participate in centre events and outings.
- To ensure ongoing communication with parents/guardians/whanau through children's daily diaries for Under 2s, daily email of "What we did Today" sheet, monthly email which pertains to our programme, monthly 'fun day' and any events or trips taking place, profiles, newsletters and informal chats at drop-off and pick-up times
- To make accessible to parents/guardians/whanau all written information about their child.

To provide continuing parent education.

- Arrange interviews and orientation sessions for new users of the Centre with the Centre Supervisor.
- Organise regular education evenings, workshops, and family sessions where appropriate.
- Ensure Centre staff/other contacts are available for giving support and advice to parents/guardians/whanau.
- Arrange interviews with individual parents/guardians/whanau and staff to discuss their child's individual profile and programme, if required or requested.

Promote positive interpersonal relationships.

- Encourage open, friendly, discussion at Management Committee and parents meetings.
- Establish clear procedural guidelines for dealing with complaints or conflict.
- Ensure parents/guardians/whanau are aware of their rights and responsibilities, and the procedures for laying complaints against Centre staff or management.

Signed President: