

# COMMUNICATION POLICY

**Rationale:** Effective communication and consultation ensures good relationships are maintained, and quality education and care is provided for children and their whānau.

**Purpose:** To ensure parents and whānau are well informed and encouraged to participate in decision-making regarding the Centre and their child.

## Policy Statement:

1. The Board of Directors (BoD) is committed to open, transparent, reciprocal communication and delegates responsibility to the Centre Manager for communication with parents and whānau regarding teaching and learning, premises and facilities, health and safety, governance and management at the Centre.
2. The BoD's communication with Centre staff, and visa-versa, will be through the Centre Manager, except where warranted under procedures contained in the **Personnel Policy**.

## Centre Manager Responsibilities

1. The Centre Manager will ensure the Centre's culture and procedures encourage open, transparent, reciprocal communication between staff, parents, whanau and the BoD.

## PROCEDURES

1. In particular the **Centre Manager** will ensure parents/caregivers are:
  - a) Provided with an **Enrolment Pack**, on enrolment, which will include a **Parent Handbook** outlining key Centre procedures and practices.
  - b) Provided access to the Centre's **Philosophy Statement** and **Policies & Procedures**.
  - c) Provided access to their children's individual records and **Profile Books** (stored in the main room).
  - d) Provided access to the **Communication Book** where they may leave messages relating to the care of their child.
  - e) Encouraged to meet with teachers or management at mutually suitable times, to formally discuss their child's ongoing learning and development. Any additional learning support the child needs will be discussed with family/whanau with guidance sought from appropriate outside support agencies, to assist with the education and care of the child.
  - f) Kept informed of the Centre's plans, progress, achievements and BoD news, through the Centre's facebook page, website, newsletters and/or notice board.
  - g) Encouraged to participate in reviews of the Centre's **Philosophy Statement** and **Policies & Procedures** (See **Policy Review Folder** at the Sign-In desk), and any other Centre consultations or surveys conducted.
  - h) Provided access to annual audited **Financial Statements**, AGM Reports and ERO Reports, and encouraged to attend the AGM of Matamata Christian Early Learning Centres Ltd.

### Licensing Criteria GMA 1-4

SIGNED: \_\_\_\_\_

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_