



C-13 Communication Staff/Child, Staff/Staff, Staff/Mgmt, Staff/Families

Introduction

We will encourage positive and open communication between all parties involved in the centre. Staff, parents and Committee Members will be made aware of appropriate communication avenues and procedures.

Procedure

Staff/Child

NQS	
Quality Areas	
4.2	5.2
4.2.1	5.2.3
4.2.2	6.1
4.2.3	6.1.2
5.1	6.1.3
5.1.1	7.2.2
5.1.2	7.3.4
5.1.3	7.3.5
National Regs	
155	156
168	

Staff and children are to treat each other with respect, courtesy and understanding.

Staff will respect children’s opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the centre.

Appropriate language is to be maintained at all times.

Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.

Staff will be supportive and encouraging and communicate to children in a friendly, positive and courteous manner.

Staff will greet and farewell children each session.

Staff will initiate conversations with all children, and develop an understanding of the child and their interests.

Staff will give praise and positive feedback to the children as often as possible and will form friendly and warm relationships with the children in their care.

When communicating with children, staff will ensure that they are understood and will communicate at the child’s level.

Children will never be singled out or made to feel inadequate at any time.

Staff will not threaten or verbally abuse the children in any way.

Staff/Staff

Staff members are to treat each other with respect, courtesy and empathy.

Appropriate language is to be used between staff at all times.

Staff are expected to work together as a team and be supportive of each other in the workplace.

Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Director will arrange for staff contributions to be placed on the meeting Agenda.



Staff are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.

Staff are to read the Staff Communication Book prior to the commencement of each shift.

Staff will familiarise themselves with the content of all notices displayed around the centre.

A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.

Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

Staff/Management

Staff and members of the Management Committee are to treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

The Director is the main line of communication between the staff and the Management

Staff can raise any issues with the Management Committee through the Director. The Director will ensure that this is drawn to the Committee's attention through the termly report.

Where necessary, staff will be invited to management meetings to discuss their concerns.

Where the matter is seen as urgent, the Director may raise the issue with the Management Committee prior to the meeting and discuss if there is a need for immediate action to be taken at that time.

If staff have an issue they do not wish to address with the Director, they may personally write to the Management Committee identifying the problem and asking for their help.

A copy of this letter must be given to the Director.

The issue should be raised at the next management meeting. The staff member involved will be asked to attend the meeting to personally discuss the issue.

Where there is a distinct conflict between a staff member and the management, the staff member or Management can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

Staff/Families

Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.

Staff and parents will treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

Staff will not be judgmental towards the parents and respect their need to use childcare.

Staff will accept parent's individual differences in raising their children and in all cultural issues.



Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.

Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.

Staff will regularly talk to parents about the child's cultural needs and celebrations and respond to these.

When parents contact the centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.

Conversations will be maintained at a positive level.

Communication with parents will be maintained in a variety of ways such as:

- At drop off and pick up times
- Personal conversations
- Notice boards
- Parent handbooks
- Newsletters
- Information from the Management Committee

Staff will ensure that parents are fully aware of all lines of communication, and ensure these are followed.

Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.

Parents and staff are requested to maintain confidentiality at all times.

Review

The policy will be readily accessible to all staff, families and visitors, and ongoing feedback on this policy will be invited. Management and staff will monitor and review the effectiveness of this policy regularly. Updated information will be incorporated as needed.

Date endorsed: 11th November 2018

Date of Review: 11th November 2020