

Communication with Families

Aim

To build genuine partnerships with families where Educators and Parents value each other's roles and communicate freely and respectfully to enhance the child's experience at Narnia.

Explanation

At Narnia Christian Preschool and Early Childhood Centre, we believe that it is important to have great communication with families to ensure that we are providing the best care possible for each child. We believe this is essential in supporting each child's growth and development.

Implementation

We have developed the following ways of communicating with families:

- **Verbal communication:** Educators and families discuss the child, the child's day and any other important information.
- **Attendance sheets:** Records that are kept for child attendance at the Centre. Also used to communicate messages to families, e.g. please see Educators.
- **Incident, injury, illness and medication forms:** Developed to assist families and educators when communicating the urgent needs of every child or an incident that may have occurred (refer to: medication, incident/injury and Illness policies for further information).
- **Daily Meals Sheets:** may be used to record children's meals in the younger age groups, sleep/rest times, bottle consumption/times and any other messages.
- **Nappy change and toileting charts:** Are used to record when younger children have had their nappy changed or has used the toileting facilities. It is used to communicate wet nappies, bowel movements, and toileting use throughout the day.
- **Reflections:** Educators evaluate the day, planned experiences the children have appeared to enjoy and any spontaneous experiences that have been implemented. Photos are added to assist in giving parents and guardians an insight as to what their child has learned and participated through their day.
- **Programs:** The program is displayed in each room. This is to ensure that parents and guardians are able to see what is happening in the room and any experiences that may be relevant to their child's development.
- **Developmental portfolios:** Educators keep detailed portfolios of every child's development and the milestones that have been accomplished. Parents and guardians are able to access their child's portfolio at any time. Portfolios are kept in each child's room or via Storypark.
- **Parent and educator interviews:** Parent and guardians are welcome to speak with staff at most times. If dedicated time is required, parents are asked to book an appointment to meet with educators to set developmental goals and discuss their child's developmental progress in detail. Parent teacher interviews are held annually for children in the Prep program.
- **Notices:** Are displayed throughout the Centre or sent via email to inform parents and guardians of any upcoming events, or any other information that is required.
- **Email:** An email register has been developed to inform families of upcoming events, account statements, reported cases of illnesses, and any other required information.

- **Telephone system:** The Centre has a telephone system to allow parents and carers to call each other throughout the day. Parents and guardians are encouraged to call throughout the day to see how their child is. Calls will be received in Reception and only transferred to the Educators in the child's room in exceptional circumstances as educators are attending to the needs of the children. Please leave a message if educators are unable to answer the phone and the first available person will reply.
- **Newsletters:** Are developed and distributed regularly via email to inform parents and guardians about what has been happening throughout the Centre, upcoming events and any other relevant information.
- **Parent Resources:** General information and publications of interest to parents will be located in the entry foyer or available by request.
- **Communicating with families with culturally & linguistically diverse backgrounds:** Where needed, Narnia Christian Preschool and Early Childhood Centre will make all efforts to obtain information required by the family to be translated through an interpreter or into written form of the required language (Interpreting Services (TIS National) Ph:131 450).
- **Social Media:** All services have a Facebook page which is updated regularly providing information about activities and experiences at the Service.

Family Involvement and Feedback

- Parents are encouraged to share their knowledge and expertise with Narnia. This may be through contributing ideas for the daily program, sharing a particular skill or interest with staff and / or children, reviewing and commenting on Policies, assisting with gardens and natural environments, collecting resources etc.
- Parents are encouraged to give verbal or written feedback at any time. This could be through Storypark, email, feedback forms or social media.