



Holland Park Kindergarten Association Inc.

COMMUNICATION POLICY

POLICY STATEMENT

Holland Park Kindergarten's policy is to keep parents and staff well informed of all issues relating to the running of Holland Park Kindergarten and to the welfare of the children and to seek appropriate feedback from parents and staff at all times. We encourage an atmosphere of openness and receptivity to new ideas and opportunities for improvement. At Holland Park Kindergarten the partnership between families, staff and community is crucial to the provision of high quality education and care for children. Partnerships require frequent communication and collaboration on a range of issues. All Management Committee Members and Staff have a legal and ethical responsibility to maintain confidentiality and to respect and be sensitive to the rights of children and their families at all times. This responsibility applies to all forms of communication including, but not limited to, oral, written and IT forms of communication.

Holland Park Kindergarten Association will ensure that all parents, children, staff members and management receive all written and verbal information that is relevant to them. This will occur efficiently, in a professional and respectful manner which maintains the confidentiality of all individuals. It is recognised that relevant information is defined differently depending on the receiver of the information. In deciding what information is relevant to be shared, the Management Committee will ensure that there is a reasonable belief that the information will be of assistance. The procedures set out below will ensure the availability of information on any matter relating to the operation of Holland Park Kindergarten to both parents and staff, while complying with the provisions of the Privacy Act.

PROCEDURES

(i) Information from Management Committee

- The Management Committee endeavours to keep parents and staff informed of issues relating to the general running of Holland Park Kindergarten through the monthly newsletters, available via email and a copy at the Kindergarten.
- A formal report of the year's activities will be tabled at the AGM.
- Minutes of committee meetings are available at the Kindergarten in the HPKA Minutes Folder, and available via email upon request.
- There may also be communications to parents on special topics relating to the kindergarten, via letter, email or by special meetings.
- A folder of all Holland Park Kindergarten Association's policies can be accessed by parents at the Kindergarten and are also available on our Website.
- All Centre policies, except those that relate to employment conditions, will be developed through a collaborative process providing for parent participation through the Committee.
- Each family has a communication pocket inside the Kindergarten. All mail for parents (except sensitive documents and information) will be placed in this pocket. Parents are asked to clear their pockets daily.
- Management Committee members will communicate with staff via the Staff Communication Book in the office and/or verbally, via email or letter as necessary.



(ii) Information from Staff

- Parents are informed through a range of communication channels, including parent interviews when a child begins at Holland Park Kindergarten, the Curriculum “Early Years Learning Framework” and the Queensland Kindergarten Learning Guidelines, child portfolios, adult education on relevant issues, information charts, items in the newsletter, emails, educational posters and photographic displays, informal chats with teachers and daily diary messages.
- Information about the curriculum “Early Years Learning Framework” and the Queensland Kindergarten Learning Guidelines are available on the shelf in the Kindergarten Room.
- Each child who attends Holland Park Kindergarten is assigned a portfolio, which is a record of learning and development for that child, which is documented by way of observations, photographs and samples of art work.
- Activities are documented for individual children in their portfolios. Parent input into the program is encouraged, by way of parent help on excursions, contributing to or observing the program, informal comment and feedback in child portfolios. Parent comment on the program is also welcomed.
- Child portfolios are access online from the Kindy Portal Program at www.kindyportal.com.au. Children are encouraged to ‘read’ their portfolios with a teacher or parent/guardian, for enjoyment as well as to revisit and consolidate learning.
- Parents are welcome to view and contribute to their child’s portfolio at any time.

(iii) Information from Parents

- Parents are required to complete an enrolment form providing information about their child.
- Parents are required to inform the centre about any subsequent changes to this information, e.g. change of address, information about immunisation.
- Parents are required at all times to ensure Holland Park Kindergarten has a current contact telephone number and to provide contact details for those who may be permitted to collect their child in an emergency.
- Parents are encouraged to inform the Directors about any matters that may affect the behaviour or welfare of their children at the kindergarten, eg. If a child has not slept well or a parent is away from home.
- Feedback about Holland Park Kindergarten may from time to time be sought from parents by questionnaire, interviews, or informal discussions. Also, feedback will be sought as part of the development of policies.
- Parents are required to inform Holland Park Kindergarten if their child will be absent and, if ill, to advise the nature of the illness and whether the illness is contagious.
- Parents are required to inform Holland Park Kindergarten of any custody and access arrangements. Parents must provide copies of relevant documentation.
- Custodial parents must also provide in writing the names of the people who:
 - a) may collect the child from the centre
 - b) by law have right of access to the child
 - c) by law are forbidden to have access to the child or
 - d) by law have right of access to the child subject to conditions (such as supervised access)
- All Holland Park Kindergarten Association members are required to recognize the rights of the educators to a safe working environment under relevant workplace laws; any behaviours manifested by a child or parent/s that endanger the educator, parent/s or other children need to be promptly dealt with, and any resulting information shared with the Management Committee for continued enrolment. If continual or a pattern of aggressive behaviour is manifested on staff, parent/s or other children, the



child or parent/s will be temporarily excluded from the centre until a meeting is held with the stakeholders to discuss management options for the behaviour. If the intervention has not shown a material improvement in behaviour the child will be excluded from enrolment at the centre until a significant change in behaviour can be demonstrated to the Management Committee and Director.

- Parents are required to communicate any ongoing medical or professional advice that will assist our educators to offer a more suitable program for the child. This information will be held in strict confidence, but will be used to help educators in planning effectively.

(iv) Information for Committee Members and Contractors

- Each Committee Member and Contractor has a dedicated tray in the Office at the Kindergarten where communication and correspondence will be placed as necessary. It is the responsibility of each Committee Member and Contractor to empty the contents of their trays at least once per week.
- Each Committee Member and Contractor will action the correspondence or provide the information they have received to the relevant stakeholders in conjunction with the procedures outlined in this policy.
- Any forms of Communication which require filing for future reference will be placed in the Filing Folder for the Secretary, who will maintain the Office Files in an orderly fashion.
- Committee Members will note any action they have taken on the bottom of the communication document itself, including their name, so the Secretary knows that the item has been dealt with by the respective member.

(v) External Information Mail Items

- All outgoing correspondence/communications made by the Committee will be recorded in the respective mail book in the Office as a matter of course.
- Any incoming mail will be forwarded to the relevant Committee or Staff member for action as per item (iv) above.
- Any electronic correspondence/communications (email) will be saved in the sent items folder on the PC and archived for three (3) years.

(vi) General Information

Parents/caregivers are informed of general information about the running of the centre, as follows:

- Day-to-day matters and any other general information will be on the parent notice board in the courtyard.
- Program plans and information about the day's activities, including photographic displays, are displayed in the courtyard at the end of each day.
- A telephone/email directory of the names of all children and parents at Holland Park Kindergarten is collated and held in the office. Contact numbers may be supplied to parents on request. Parents may also request that their contact details are not given out.
- Wherever possible, email will be used to circulate information, to minimise printing costs to the Kindergarten.

The 'Who to Contact' document will be updated and communicated to parents annually after the AGM.



EVALUATION

In order to assess whether the policy has achieved the values and purposes set out in the Policy Statement, the Committee will:

- Assess the effectiveness of the process
- If appropriate, conduct a survey in relation to this policy or incorporate relevant questions within the general parent/guardian survey.
- Take into account feedback from staff regarding the policy.
- Monitor complaints and incidents regarding the policy.

AUTHORISATION & REVIEW DATE

This policy was adopted by the Holland Park Kindergarten Association Inc. Committee of Management, at the committee meeting on 15 October 2014. This policy will be reviewed annually in April by the Management Committee of Holland Park Kindergarten Association Inc.

REVIEW DATE

This policy will be reviewed annually in April by the Management Committee of Holland Park Kindergarten Association Inc.



APPENDIX 1

WHO TO CONTACT?

To enable the Management Committee to assist you, it is beneficial for you to know who has the authority to deal with certain issues. The table below outlines the Committee Positions and Areas of Authority.

Committee Position	Areas of Authority
Maintenance Officer	Equipment & Maintenance
Workplace Health & Safety Officer	Safety & Hazards
Treasurer	Financial Issues
Events Coordinators	Social Functions
Secretary	Correspondence, Newsletters, Contact Lists
President	Any Issue or Concern (Committee or Staff)

The contact details for the Office Bearers are located in the Courtyard on the Parent/Committee Noticeboard and will also be emailed to you.

Should you require any information or wish to discuss your concerns please contact the relevant person, they will be more than happy to assist you.

Leanne is always able to discuss your child's progress or our educational processes. Please arrange a suitable time with her to discuss your matters confidentially, if necessary.

How to contact?

There are a number of ways to contact these people:

- Notes in family pockets or individual trays in the office for the various committee members
- Email the Committee Member
- Chat to committee members when you see them
- Mention to Leanne if you need to discuss issues with her. You may need to make an appointment time to discuss your concern.

We hope all members of our community (parents, children, teachers, grandparents, and carers) enjoy a long and happy connection with Holland Park Kindergarten.