

Parent Communication Strategy

The following is an extract from the Induction, Policies and Procedures Handbook which is given to staff upon commencement at Smartie Pants.

Other General Communication Practices

Communication at the centre should occur via a number of mechanisms as described:

Matter of Communication	Mandatory Communication Practice	Other recommended Communication Practices
Discussion with parent about child's previous day, week or weekend	Make a brief file note in child's communication folder Child's developmental Observation notes in planning folder	
Parent discussion about child's current likes or dislikes	Make a brief file note in child's communication folder	- Child's developmental Observation notes in planning folder
Parent discussion about child's current behaviour	All developmental delay concerns or serious behaviour concerns must be reported to a team leader who must document a file note for child's file (copies of file notes to be provided to room leader)	- Child's developmental Observation notes in planning folder
Discussion with parent about any concerns they may have regarding the centre	All concerns are to be reported to a team leader immediately who are to file note and raise matter to be addressed and rectified at a Team Leader Meeting Team Leader to copy file note to both Directors.	
Parent notification of changes to a child's enrolment record (eg. change of contact information, allergy status etc.)	All changes to enrolment records are to be immediately documented on enrolment forms and emergency card forms, where access is restricted, team leaders are to be advised so as to assist immediately. All changes to be advised in a file note to Sharon Carrafa so Registration and Bookings database can be amended. Cook to be advised immediately of all changes to allergy status.	
Parent notification of medication	Ensure sign in register check box is ticked & medication form has been completed. Move medication form to rear of sign in form, removing and placing back into main folder after all required medication has been administered. Notate on sign in register who will be on duty to administer and check medication. Record in 'Room Communication & Handover' Form Record in 'Agency & New Team Member Communication Form' (if applicable).	Verbally advise all team members of medication Make a note on Staff Room Noticeboard of medication and time to be administered – wipe off when medication is administered.

Matter of Communication	Mandatory Communication Practice	Other recommended Communication Practices
Parent's notification of illness or injury of a child	<p>An injury and illness form is to be completed</p> <p>Injury and illness no matter how small is to be reported to a team leader for further assessment (eg. exclusion or special treatment etc.)</p> <p>All team members to be advised of illness or injury and special treatment requirements on the day by notation on team noticeboard in staff room.</p> <p>Team Communication Form should be completed and signed off by all team member on duty.</p> <p>Record in 'Room Communication & Handover' Form</p> <p>Record in 'Agency & New Team Member Communication Form' (if applicable).</p>	Team Members within rooms where child is located for the most part of their day, should be informed verbally.
Observation of an incident injury or accident by a Team Member	<p>An injury and illness form is to be completed & should be left behind sign in form until signed off by a parent or guardian at end of day.</p> <p>Injury and illness no matter how small is to be reported to a team leader for further assessment (eg. exclusion or special treatment etc.)</p> <p>All team members to be advised of illness or injury and special treatment requirements on the day by notation on team noticeboard in staff room.</p> <p>Team Communication Form should be completed and signed off by all team member on duty.</p> <p>A Incident Investigation Form should also be completed as deemed appropriate by a team leader or director.</p>	
Notification by a fellow team member of illness or injury	Report immediately to a team member who will file note your report.	
Observation of a hazard or risk to any persons (child or adult) visiting the premises	<p>For serious hazards: Immediately remove hazard or remove children from hazard and report immediately to a team leader or director for rectification.</p> <p>For concerns or low risk hazards: please advise a team leader or director for further assessment and review.</p>	

Parent Communication and Relationship Management

- Team members are to communicate with parents in an open and friendly manner.
- Every family is to be treated with kindness and respect.
- All parent concerns, queries or complaints are to be reported to a Director as soon as possible.
- Wherever possible the parent's requests are to be followed.

- **Team Members should not discuss any serious concern they may have regarding a child's development, behaviour, or family situation with a parent or anyone else, without first consulting the Directors who will always wish to review and clarify your observations.** If there is any doubt regarding the certainty of any suspected concerns and the concern or problem is not urgent, the Directors may require further observations to be made, or they may arrange for an expert opinion, before alerting a parent/guardian. The Directors may also wish to be present during such discussions to assist and facilitate effective communication between our carers and our parents/guardians, and to ensure that parents/guardians correctly understand the basis of the identified concerns. The Directors may also wish to assist or guide parent/guardians in how further information or investigation can be received. In summary, such matters require significant team consultation, reflection and care, as such concerns can unnecessarily cause considerable pain and stress to our families. In all cases, we want our team to firmly agree on the best course of action for both the children and their families.

Posters, Newsletters and Notices

Smartie Pants issues newsletters on a bi-monthly basis to communicate a vast array of matters to parents.

Other forms of communication include notices to advise of upcoming events. These are issued either directly to parents or placed on the noticeboards in the foyer.

Notifications are also placed on the front door to advise of any matters that need to be communicated urgently such as an illness the Centre may have been exposed to or matters that are deemed to be of importance.

These forms of communication must be approved by a Team Leader or Director.

Room Communication & Handover

All team members must complete a 'Room Communication & Handover Sheet' (refer to **Error! Reference source not found.**) when handing over to a team member who is relieving them of their room duties for any reason whatsoever (eg. breaks, planning, end of shift, family grouping etc.).

Use of Child Folders

Each day team members are required to complete a summary of a child's routine (eg. nappy changes, sleep and food) in each child's folder.

In addition to this, team members should endeavour to make informal daily observations of a child's day. These observations should be in addition to those used formally to assess a child's developmental progress and are used to communicate with parents about the daily activities, likes, dislikes and mood of the child etc. It can also let parents know about special moments that were observed throughout the day.

Use of Noticeboards

Team members should always ensure that where noticeboards are used to communicate or remind parents or other team members of events and activities that each entry is dated.

A centre communication area is provided within the foyer. Up and coming events, team descriptions, photos and parent advice/notices are to be displayed in this area.