COMMUNICATION POLICY

RATIONALE

Management and staff of Geraldine Preschool will ensure that communication and consultation between the centre and whānau acknowledges and respects all parties, cultures, valuesand needs.

PURPOSE

Geraldine Preschool operates an "Open Door" Communication Policy.

Whānau are encouraged to participate in decision making regarding their tamaiti.

Clear guidelines are available for management, staff and whānau to discuss concerns or complaints about the service (refer to the complaints policy and procedure).

To provide opportunities for whānau to discuss their tamaiti progress and be involved in their learning. (C112)

TE WHĀRIKI

Belonging/Mana whenua – Goal 1: Tamariki and their whānau experience an environment where connecting links with the wider world are affirmed and extended.

Belonging/Mana whenua – Goal 2: Tamariki and their whānau know that they have a place

PROCEDURES

Communication with whānau

- Whānau will be welcomed, introduced to staff, shown through the centre and encouraged to be an integral part of Geraldine Preschool.
- Whānau are welcome to visit or phone to talk to kaiako any time during opening hours.
- Whānau will be kept informed through emails, Educa, Facebook, centre website and information on the foyer white board.
- Tamaiti individual records will be deemed to belong to the whānau and will be available to them at all times.
- Kaiako will endeavour to meet whānau on a daily basis to exchange information and update them on how their tamaiti day has been.
- Whānau are encouraged to attend and participate in whānau aspiration hui (C111) and all centre events.
- Kaiako/Management will be available at mutually suitable times to discuss with whānau any concerns regarding their tamaiti. Our complaints policy will be adhered to.
- Kaiako are bound by confidentiality and are not permitted to release any information about any tamaiti to another whānau.

Whānau Involvement (C111 and C112)

At enrolment whānau will be invited to become involved within the centre to help strengthen relationships between centre and home. Whānau may choose to become involved through:

- Contributing to the centres Strategic Plan, whānau surveys, Internal Evaluation process, Policy and procedure reviews
- Consultation on aspects of centre operation eg opening hours, whānau fees.
- Attending information evenings and other organised events.
- Becoming a Board of Governance member or joining the preschool Connect committee.
- Volunteering at centre events/excursions.

Date approved: June 2026

Review date: June 2028