



COMMUNICATION POLICY 2025

Quality Area 6

VALUES:

Yackandandah Kindergarten is committed to the provision of effective formal and informal communication between parents/guardians, committee, volunteers and staff at Yackandandah Kindergarten.

PURPOSE:

The Communication Policy will aid in:

- promoting a friendly, collaborative and cooperative relationship between committee, parents/guardians and staff
- ensuring that the ideas, opinions and suggestions of parents/guardians are listened to and respected
- providing opportunities for parents/guardians to share information both formally and informally with staff and committee
- nurturing a spirit of respect and cooperation between parents/guardians, staff and the sub-committee and
- providing an environment that is sensitive to the cultural and social values of families and the community.

GUIDELINES:

As parents/guardians are key contributors to their child's development, their involvement in Yackandandah Kindergarten leads to greater outcomes for our children.

As a service in receipt of kindergarten funding from the Department of Education and Training, Yackandandah Kindergarten is required to ensure that:

'A range of communication strategies are in place to enable and encourage parent participation in kindergarten activities, including input into kindergarten policy, decision making, quality assessment processes, and user satisfaction surveys. Parent/guardian participation in the planning and operation of the service, and in addressing issues relating to children's care and development.'

Victorian kindergarten policy, procedures and funding criteria update, DET.

Current practices will be regularly assessed using quality assessment tools to ensure they reflect the values of Yackandandah Kindergarten. The current practices will ensure the open communication and collaboration between the service, the family, the community and other stakeholders which are mutually beneficial and ultimately enhance the quality of the educational opportunities for the kindergarten children.

OUTCOMES EXPECTED:

All stakeholders will feel that they play a valued role in the Yackandandah Kindergarten which leads to greater learning outcomes for our children.

RESPONSIBILITY:

The Committee is responsible for:

- ensuring that staff understand the requirements of the National Regulations and are provided with adequate resources to meet such requirements
- ensuring that a noticeboard is provided in the main entrance of the kindergarten and for displaying information required by National Regulations
- providing information to parents/guardians as required by the National Law Section 172, NR 173
- providing a regular newsletter, in consultation with the staff, to inform parents/guardians of kindergarten events, changes to policies, information on the children's program, etc
- ensuring the kindergarten information booklet is reviewed annually and copies are available for all families
- providing access to interpreters, translated materials and other resources as needed
- ensuring that parents/guardians are aware of the procedures for raising ideas, comments and complaints (refer to Complaints & Grievances policy) with the management committee, such as a suggestion box beside the attendance book and contact details for adding items to the committee meeting agenda;
- involving parents/guardians in policy reviews and in developing new policies
- updating resources for the parents'/guardians' library and communicating to parents/guardians of the opportunity to borrow from the library
- ensuring parents/guardians are informed of industry students participating in the program via a notice on the main noticeboard, detailing the nature of the placement and a photograph of the student
- ensuring parents/guardians are informed of relief/emergency staff when employed by the service via a notice on the main noticeboard
- ensuring the details of the nominated contact person/s on the committee are available to parents/guardians
- providing opportunities for staff to meet formally and informally, such as at staff meetings and social events
- ensuring opportunities are provided for communication between parents/guardians, staff and committee. For example, informal discussions, surveys, noticeboard displays, social events and newsletters or formal interviews
- employing quality self assessment tools to assess the service's performance in delivering quality education and future planning of the service, as detailed by ACECQA (Australian Children's Education & Care Quality Authority) to review and amend current practices; and
- initial development and regular modification of the service's Quality Improvement Plan (QIP).

The staff are responsible for:

- using a variety of forms of communication, including verbal, written and electronic media to communicate effectively in a variety of contexts with all stakeholders
- communicating in ways that acknowledge racial, cultural, linguistic and economic diversity
- communicating with children (and parents/guardians) whose hearing and/or sight is impaired in ways that include them into the 'mainstream' of the service's life
- communicating in ways that support children's learning at all times
- ensuring their communication and program practices acknowledge, are sensitive to and respect the cultural heritage of the families and kindergarten community
- ensuring communication with parents/guardians is sensitive to the cultural and social requirements of individual families, lifestyles and child-rearing practices

- ensuring there is respectful, effective and efficient communication within the staff team, committee and the parent/guardians attending the kindergarten
- contributing to newsletters in consultation with the committee
- using a range of communication methods with parents/guardians; for example, noticeboards, formal meetings, informal daily contacts and communication books
- providing access for parents/guardians to the kindergarten at any time their child is attending a program
- providing access to interpreters, translated materials and other resources as needed
- informing and consulting with parents/guardians about how the educational program is developed and the philosophy on which it is based
- offering a variety of opportunities for parents/guardians to participate directly in the children's program, including spending time with children, assisting with activities, excursions and special events, and volunteering special skills to share with the children
- inviting parents/guardians to contribute suggestions for the children's program through discussions with the staff and/or the committee
- providing the parents/guardians with opportunities to share information about their child, either informally before or after the program or by appointment during the staff member's non-contact time with the children, and encouraging parents/guardians to take up these opportunities;
- developing and implementing strategies that will create a two-way process of knowledge and information sharing and contribute to a partnership approach with parents/guardians
- maintaining individual developmental records of each child and providing opportunities for parents/guardians to discuss these records with them (qualified staff responsibility)
- working to and input into the update of the Kindergarten's QIP; and
- attending and participating in regular staff and committee meetings as required.

The parents/guardians are responsible for:

- informing staff of the child's arrival at the kindergarten
- participating (if able) in the program, such as spending time at the service and assisting with activities, excursions and special events
- offering suggestions to the staff on areas of interest to the child
- communicating with staff about special events in the child's life, for example, the arrival of a new baby, grandparents visiting from overseas or moving house
- communicating to staff on the wellbeing of the child
- collecting information from the child's locker on a regular basis and reading the information provided
- providing feedback to the committee by completing surveys and being involved in policy reviews, quality assessment and subcommittees; and
- maintaining confidentiality and respect when dealing with complaints and grievance issues.

ASSOCIATED POLICIES / DOCUMENTS:

- Code of Conduct
- Roles & Responsibilities document
- All Yackandandah Kindergarten Policies with particular reference to:
 - Complaints and Grievances
 - Enrolment & Orientation
 - Inclusions and Equity
 - Privacy
- National Quality Standard – Quality Area 6 – Collaborative partnerships with families and communities
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Equal Opportunity Act 2010 (Vic)

REVIEW:

In accordance with the Policy Review Table, the Communication Policy will be scheduled for review in 2027.