



## Operational Policies

### 6.01 Parent / Caregiver Communication Policy

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**Classification:** Teaching and Learning  
**Applies to:** All Staff  
**Approved by:** General Manager

**Date:** June 2022  
**Review Date:** June 2024

#### **Purpose:**

- To ensure there is open and effective communication of relevant information between staff of Kaitiaki Kindergartens and parents/caregivers and whānau.

#### **References:**

- Licensing Criteria for Early Childhood Education and Care Services 2008 (Curriculum 11, 12; Governance, Management and Administration 2, 3, 4)
- Te Whāriki 2017, He whāriki mātauranga mō ngā mokopuna o Aotearoa. Early childhood curriculum

#### **Definition:**

- Kaitiaki Kindergartens – is referred to as ‘The Association’
  - Head Teachers and Centre Managers – are referred to as Service Leaders
  - Kindergartens and Early Learning Centres – are referred to as services
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## **Policy**

1. All teachers of The Association will promote open communication with parents/caregivers.
  2. Teachers will promote ongoing opportunities for parents/caregivers, whānau and community to communicate their aspirations for their children and to be involved in their children’s learning.
  3. Culturally appropriate ways of communicating will be used to encourage parents, and where appropriate whānau and community to participate and contribute to the curriculum.
  4. Teachers will work effectively with parents and where appropriate, family and whānau when information and guidance is sought from agencies with expertise in early childhood learning and development.
  5. The wider world of family and community is regarded an integral part of the curriculum. The wellbeing of children is interdependent with the wellbeing of teachers, parents and whānau.
  6. Storypark is regarded as a valuable forum for sharing children’s learning journeys with their family/whānau. The Association will make sure that it is used effectively for this purpose.
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## Procedures

### Collaboration with parents/caregivers/whānau

#### Pre-entry

1. All involved in the service will ensure that enrolment is the first opportunity to develop a trusting relationship with parents/caregivers and whānau. Pre-entry is a crucial time to begin to develop this. It is essential that time is invested in developing this relationship and to explain the service's philosophy and practices.
2. Parents'/caregivers' aspirations and expectations for their child will be actively sought and acknowledged. If a conflict of expectations exists, teachers while remaining respectful of the parents'/caregivers' expectations, will articulate the service's philosophy and appropriate examples of current best practice.
3. Written information about the service will be provided to ensure clear understanding.
4. Information about the service's Facebook page and Association website will be provided.

#### Enrolment

1. Opportunities will be made available to all parents/caregivers (prior to their child being admitted) to spend time with their child at the service, to receive information about routines and to share information pertaining to their child. This may occur outside of regular session times.
2. Parents/caregivers will be given the opportunity to accept an invitation for their child to have an e-portfolio through Storypark. This will enable them to view and contribute to their child's learning journey through an accessible medium. They will also be able to share the access with members of their family/whānau who are also able to contribute their perspective.
3. Teachers will promote ongoing opportunities for parents/caregivers, whānau and community to be involved in their children's learning. This may occur through the following:
  - Excursions
  - Visiting experts
  - Celebrations of learning within the programme
  - Family events
  - Parent help
4. Teachers will collaborate with parents/caregivers and whānau in the area of curriculum delivery in a variety of ways:
  - Parents sharing their child's history, interests and cultural background
  - Encouraging parents/caregivers to contribute their ideas, skills and interests
  - Seeking contributions/responses to portfolio items
  - Seeking feedback relating to programme delivery
  - Incorporating knowledge of children's home-life into learning stories
  - Seeking information to enhance a child's particular area of focus or interest.

#### Parent Communication

Teachers will provide opportunities for parent/guardians and where appropriate, whānau, to have access to information concerning their child and the operation of the service:



1. Communication and consultation will acknowledge and respect individual values, needs and aspirations when practical.
2. Regular community posts on Storypark and service newsletters will be published by teachers that includes welcomes to parents/caregivers, inviting them to be involved and informing them of upcoming events, current programme details, reminders etc. These publications are particularly valuable for working parents/caregivers and the child's extended whānau.
3. Storypark is designated as a forum to engage in children's learning.
4. The Association reserves the right to moderate all posts and to ensure that all posts are in the interest of the children and the Association.
5. All parents/caregivers will be invited to join the 'Committee/Friends of (the service)' if the service has one, and to attend all service functions, including excursions.
6. If the service has an active 'Committee/Friends of (the service)', the service leader will ensure that the meetings are supported by a team representative.
7. Information of a sensitive nature shared by parents/caregivers about their child, family circumstances and any other personal information will be kept confidential to teachers and The Association unless written permission is given to share this information.
8. Parents/caregivers will be provided with regular opportunities to participate in decision-making regarding their child and to discuss their child's progress with teachers. These opportunities will be planned and also impromptu.
9. Parents/caregivers will be encouraged to access their child's portfolio, both as an e-portfolio on Storypark and also as a paper copy.
10. Teachers will ensure that parents/caregivers are advised at enrolment how they can access the most recent Education Review Office report regarding the service.
11. Parents/caregivers will have access to all policies and procedures pertaining to the service. Copies of relevant policies are available in the service in a parent folder but parents are also able to ask to view the full policy folder.
12. Parents/caregivers will be given the opportunity to contribute to policy and procedure review through a variety of methods to ensure equity of participation.
13. Parents/caregivers/whānau will be provided with an opportunity to complete an Association Parent Evaluation annually. This will be distributed to parents through Storypark and email and hard copy may be requested.
14. Teachers will work and communicate openly and constructively with parents/caregivers where possible when seeking guidance from other agencies or services to ensure the child's best interests and learning is addressed.

Signed:

General Manager

Date: 30 MARCH 2023

**Endorsed by**

Signed:

President of the Board

Date: 30 March 2023