**COMMUNICATION POLICY**

**Licensing Criteria C11, C12, GMA1. GMA2, GMA3, GMA4.**

**Rationale:** To ensure that the Homebased network service effectively communicates and consults with parents and whānau acknowledging and respecting their values, needs and aspirations.

**Purpose:** To ensure parents and whānau are encouraged to participate in decision-making regarding their child.

The educators and coordinators will effectively communicate and consult with parents and whānau, acknowledging and respecting their values, needs and aspirations, in order to encourage participation in decision-making regarding their child.

To ensure management, coordinators and educators effectively communicate and consult with each other.

To ensure there are clear guidelines for management, educators and parents to discuss concerns or complaints about the service.

**PROCEDURES**

* Parents will be welcomed appropriately and will be encouraged to be an integral part of the homebased service.
* An Enrolment Pack will be provided for each child as they begin at the homebased service. This will include a Parent Information Booklet outlining all the homebased services procedures and practices.
* The Parent Information Booklet will outline how parents can be involved in the homebased services.
* Parents will be kept informed through newsletters, informal discussions, phone and email.
* The Educators have an open door policy where parents are welcome at all times.
* Daily notebooks are provided for infants under the age of 12 months to ensure effective communication occurs between the homebased service and the child’s home.
* Children's individual records will be deemed to belong to the parent/guardian and will be available to them at all times.
* Educators will be available to informally meet parents on a daily basis to exchange information.
* Educators will be available at mutually suitable times to formally discuss with parents their child’s ongoing learning and development.
* At enrolment, parents will be invited to become involved with the homebased service in recognition of the key role of forming strong partnerships with parents including:
* Contributing to policy and philosophy review.
* Contributing to the Internal Evaluation process – especially topics of high relevance to parents (e.g. assessment procedures, routines, communication etc.)
* Accessing information regarding the expenditure of any Ministry of Education funding received by the service.
* Consultation on aspects of the service which concerns their child e.g. opening hours, fees charged etc.
* Information on fees charged by the service, the service’s operational documents, and the most recent ERO report will be readily available from Management and educators on request.