



Communication Plan for Educators, Staff and Families

At Stepping Stones Child Care Centre, we believe that it is important to have great communication with families to ensure that we are providing the best care possible for each child.

We have developed the following ways of communicating with families:

- **Verbal communication:** Educators and families discuss the child, the child's day and any other important information.
- **Attendance sheets:** Records that are kept for child bookings and attendance at the Centre. Also used to communicate messages to families, e.g. please see educators/carers.
- **Incident, injury, illness and medication forms:** Developed to assist families and educators when communicating the urgent needs of every child or an incident that may have occurred (refer to: medication, incident/injury and illness policies for further information).
- **White boards:** White boards are used to record every child's meals and how much they have eaten throughout the day, sleep/rest times, bottle consumption/times, and any other messages.
- **Nappy change and toileting charts:** Are used to record when every child has had their nappy changed or has used the toileting facilities. It is used to communicate wet nappies, bowel movements, and toileting use throughout the day.
- **Daily journals:** Staff evaluates the day, planned experiences the children have appeared to enjoy and any spontaneous experiences that have been implemented. Photos are added to assist in giving parents and guardians an insight as to what their child has learned and participated through their day.
- **Programs:** The fortnightly program is displayed in each room. This is to ensure that parents and guardians are able to see what is happening in the room and any experiences that may be relevant to their child's development.
- **Developmental portfolios:** Educators keep detailed portfolios of every child's development and the milestones that have been accomplished. Parents and guardians are able to access their child's portfolio at any time.
- **Parent and educator interviews:** Parent and guardians have the opportunity to meet with educators to set developmental goals and discuss their child's developmental progress.
- **Notices:** Are displayed throughout the Centre, posted or sent via email to inform parents and guardians of any upcoming events, or any other information that is required.
- **Email:** An email register has been developed to inform families of upcoming events, account statements, reported cases of illnesses, staffing absences/information and any other required information.
- **Telephone and intercom system:** The Centre has a telephone and intercom system to allow parents and carers to call each other throughout the day. Parents and guardians are encouraged to call throughout the day to see how their child is. Their call will be directly transferred to the educators in the child's room.
- **Newsletters:** Are developed and distributed regularly to inform parents and guardians about what has been happening throughout the Centre, upcoming events and any other relevant information.
- **Parent committee:** A parent committee has been established for families to have a greater opportunity to gain further knowledge about the Centre, plan events, assist with the review of policies and procedures and have input into the day to day operations of the Centre.
- **Communicating with families with culturally & linguistically diverse backgrounds:** Where needed, Stepping Stones Child Care Centre will make all efforts to obtain information required by the family to be translated through an interpreter or into written form of the required language (Interpreting Services (TIS National) Ph:131 450).

Reviewed in consultation with staff and parent committee members, current at October 2010.

Source:

- NCAC Quality Improvement and Accreditation System – Quality Practices Guide / First Edition 2005.
- Interpreting Services (TIS National) Ph: 131 450
- National Quality Standard for Early Childhood Education and Care and School Age Care / Council of Australian Governments December 2009 – Quality Area 6

Developed: July 2007	Reviewed: 20 th October 2010	To be reviewed: October 2011
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