



G&A-Parental Involvement, Information and Communication Policy

PARTNERSHIP WITH PARENTS AND WHĀNAU.

Here at Just Kidz we highly value our relationships with our family and whānau and see this as a vital key of our children's learning. We believe we have strong relationships and a great partnership with our Parents and Whānau. We believe our relationships are warm, trusting, respectful and affirming and that this is essential to developing children's social ability, and emotional well-being.

We strongly believe that getting to know children and their families is an important first step for our staff in developing relationships. This includes respecting and valuing the important role of parents and whānau as the child's first teacher within children's learning and development.

How do we do this?

Being personally and warmly greeted every morning or when a child is being dropped off to the centre (the way in which they are welcomed is so important), we believe processes for settling children takes account of their individual needs and circumstances and most definitely includes parents. We believe **we need to make our parents feel comfortable** while they are here at the centre and encourage them to be part of our programme.

We believe communication is so important — we are all approachable and accessible for parents at times that suit both parties. Through informal daily conversations, or through our online portfolios the focus is on our children's social and emotional well-being. This is also evident through daily routines for infants which include detailed information about the child's health and well-being. Communication with whānau is also done by emails, face-to-face, our website, newsletters, phone calls, questionnaires, whānau hui and our daily dairies. How the child's day went, what they may have said during the day, who they played with or who their friends were; their behaviour and perhaps a piece of art work or something they made is shared with the parents and whānau.

We believe inclusive assessment practices are important to working in partnership with parents and whānau. Children's online portfolios that document their learning are used as a basis for conversations between teachers, the child and the parents. These are accessible 24 hours, 7 days a week online. Parent and whānau contributions are constantly encouraged along with parent involvement in deciding next learning steps for their child

The following are strategies that have worked well in building partnership between parents and educators to support children's social competence and emotional well-being:

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- Sensitive and responsive processes for welcoming children and their whānau into our centre.
- Formal meetings and interviews about their children's learning and development
- Interaction on Facebook
- Interaction on the online portal with parents, whānau and other relations posting home pictures and events.
- Transition processes in our services and also to school that focus on continuity and belonging for their parent and whānau.
- Photos displayed on family whānau boards
- Teachers writing learning stories about children's developing social competence and dispositions.
- Interactions that are responsive to children's preferences for learning and their well-being.
- Involving parents in review of policies and guidance associated with social competence.

We Aspire to Further Develop the Following:

- Include more of parent and whānau aspirations, expectations and perspective in the programme, particularly in planning and assessment processes.
- Be even more responsive to cultural diversity by acknowledging and valuing children's language and culture, understanding the many diverse cultures and languages and becoming more fluent in these.
- Acknowledge parent's roles as confident partners in their child's learning and helping them to recognise this also.
- Manage relationship issues between adults in the service.

PARENT NEEDS AND ASPIRATIONS

At Just Kidz we see parents, family and whānau to be a fundamental part of the Centre, therefore we acknowledge their aspirations for their child(ren) and promote open communication.

Needs and aspirations for their child(ren) may include how each child is treated, what each child is encouraged to do, what knowledge and skills each child gains, behaviour management, social relations, how each child is comforted and the eating and sleeping habits.

Procedure:

1. Enrolment Processes will be followed as per G&A-001 Governance and Administration Policy
2. Upon enrolment, parents will be provided with in-depth information about the centre and service provision. This will be in the form of an Information Booklet (OP-004) and copies or induction (through discussion and explained detail) to the following policies: H&S-002E- Accident Illness Enrolment Information, with Infectious Diseases chart, H&S-003 Medicines Policy, H&S-001 Sun Safety Policy, H&S- 008 Sleeping Policy, H&S-011 Nappy Changing Policy, C&L-001E Curriculum and Assessment Policy, H&S-010 Cybersafety Rules- no taking of photos H&S-006 Food and Nutrition and G&A-004 Parental Involvement Information and Communication Policy (this policy), including how to raise a complaint should they wish to do so. A copy of the centres recent ERO will be made available to the parent if the centre has one.
3. Other policies will be shared as and when required to not overwhelm parents with too much information at the beginning.
4. A focus throughout the child's enrolment in our centre is acknowledging and celebrating the child and families cultural and diverse needs. Just Kidz staff will endeavour to recognise this and incorporate language and culture from home, building home and centre links and ensuring a sense of belonging.

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5. Just Kidz will provide opportunities for the parents/guardians and whānau to communicate any special needs or aspirations for their child. This will be done at time of enrolment using the All About Me Forms (F-071) and My Home Routine- Infant Form (F-055), as well as a Health care Plan if required (F-058). Once the child is enrolled, Staff will encourage communication at the times the parent/guardian and whānau drop their child off or pick their child up from the centre and at various events throughout the year, or by appointment if required for a more in-depth discussion.
6. Children’s interests from home will be recorded on the Portfolio Data Record for a Group, Monthly (F-046) and any additional needs will be recorded on F-033, F-034 and F-035 with regard to developing an Individual Development Plan for any child who may require it.
7. Portfolios will be developed for each child following their development and time at Just Kidz. Parent/Guardian and Whānau input is requested. The portfolios are maintained online and are available to parents/guardians and whānau online, where they are able to comment on them. Through conversation with staff they will have their ideas and aspirations or observations of their child noticed (F-046 Portfolio data form).
8. During periods of transition, the Just Kidz Room to Room Transition Form (F-056) will be filled by staff and a new set of information collected from the parent using the F-071- All About Me Forms (if more than three months since they were last filled in). Parents will also be provided with a welcome to the room booklet, helping them learn about the new room. Transitions to school will be supported and any information required will be provided to the new classroom teacher. The centre aims to have links with all feeder schools in the community.
9. Where practical, the staff will consider the expressed aspirations and needs of parents when observing, analysing needs, assessing, and planning for the individual, and in reporting to the family.
10. All information given (in the form of written letter) or verbal information (that requires recording) will be filed with their child’s enrolment form. All relevant information will be communicated to staff working with the child.
11. Interviews, questionnaires, informal discussions will also provide other opportunities for the parents/guardians and whānau to further communicate their needs and aspirations. Where necessary this information will also be kept on file with their enrolment form and communicated to staff.
12. Each Just Kidz Centre will also keep a Suggestion Box, so that parents may express their preferences or aspirations for the care of their child(ren) anonymously if they so wish.
13. Just Kidz will ensure that other practices and policies used by the centre take the principles of this policy into account and do not conflict with this policy.
14. Just Kidz will acknowledge the needs and aspirations of parents/guardians and whānau and will take the view(s) into account, however, Just Kidz may not always agree or accept these views. We will try to balance these views against professional knowledge and experience, practicalities of group care and education, the centres philosophy, social morals and legal imperatives.
15. Just Kidz will develop methods and systems (through interviews, surveys, questionnaires, suggestion box etc.) that will include opportunities for parents/guardians and whānau to express their levels of satisfaction with the way in which the centre is meeting their needs and aspirations. Also, to express any ideas and opinions into how we may improve their level of satisfaction.
16. Just Kidz will send out a weekly newsletter/ correspondence to keep parents informed on the activities of the centre, with a more in-depth newsletter once a month to ensure parents have a sense of belonging and ownership. These are distributed online with a hard copy also available in the centre.

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DISPLAY OF LICENCE, INFORMATION & PARENT INVOLVEMENT

At Just Kidz we believe that parents & whānau and staff have access to such items as the Centre Licence, Person Responsible List, Non-Compliance Complaints Procedure and Accessibility to ERO reports and Education (Early Childhood Centres) Regulations 2008. These are displayed in appropriate places around the centre.

- ❖ The Licence issued by the Ministry of Education is displayed on the Parent Notice Board to the right, inside the main entrance foyer.
- ❖ The full name and qualifications of each current person responsible and other staff in the centre will be displayed next to the centre’s licence.
- ❖ The non-compliance of the Licence Complaints Procedure is displayed directly underneath the Licence.
- ❖ ERO Reports and any planned reviews are available on request to the Director/Manager/Supervisor or are available on the Ministries web site at any time, www.ero.govt.nz.
- ❖ The Regulations are available on the notice board next to the licence at all times.
- ❖ The amount and details of Ministry of education funding received by the centre is available by request from the office.
- ❖ The fee schedule is available by request from the office.
- ❖ Parent & whānau involvement is welcomed at the centre at any time suitable to the parents & whānau in consultation with the Manager. Parents & whānau are encouraged to comment on portfolios and to attend parent evenings.

LICENCE NON-COMPLIANCE PARENT COMPLAINTS PROCEDURE

At Just Kidz we pride ourselves on the quality of our service. Complaints are a serious occurrence, which must be appropriately investigated to ensure that any unsatisfactory occurrence does not happen again.

If a parent/guardian/family/whānau has a concern or complaint with the centre, programme, staff, or management they should approach and discuss the issue with the Director/Manager/Supervisor.

Procedure:

VERBAL COMPLAINT/WRITTEN COMPLAINT:

1. Will be addressed to or handed to/collected by the Director/Manager/Supervisor, who will note the particulars and inform those concerned.
2. The parent will be advised that the matter will be looked into.

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3. The Director/Manager/Supervisor will follow up the matter with the person/persons involved for the purpose of clarifying and rectifying the concern.
4. The Director/Manager/Supervisor will, following discussions with appropriate people, report back to the parent/guardian/family/whānau on the outcome of their investigation and document it for Centre files.
5. All discussions and complaints will be documented and held in the centre office/computer.
6. A copy of the documented complaint, in all circumstances, is required to be provided to the Directors/Operations Manager within 5 working days. Any serious complaints are to be advised to the Directors and Operations Manager immediately.
7. Outside agency referrals/assistance will be sought as required.

If you wish to complain about non-compliance with the regulations or criteria, you may contact the Ministry of Education:
 Phone: (09) 632 9400
 Address: Private Bag 47911
 Auckland

Appendix 1 (OP-005)

Procedure for Making a Complaint

