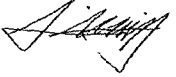
 <p><b>YMCA</b> We build strong <b>PEOPLE</b> strong <b>FAMILIES</b> strong <b>COMMUNITIES</b></p>	<b>Management Area:</b> CHILDRENS SERVICES	<b>Pages:</b> [05] <b>Version No:</b> [02] <b>Date:</b> [01/12/2009]
	<b>Sub section (if applicable):</b>	<b>Signed:</b> 
<b>Policy Title: COMMUNICATION</b>		<b>Author: CHILDCARE TASKFORCE</b>

**1. Scope**

- 1.1. Staff, management, families & children.

**2. Policy Statement**

The YMCA aim to maintain positive and open communication between all parties involved in the centre. Staff, family and committee members will be made aware of appropriate communication avenues and procedures.

**3. Related Policies & Procedures/Guidance Notes**

- 3.1. Complaints Procedure Policy  
3.2. Confidentiality Policy  
3.3. Customer Feedback Policy  
3.4. Grievance Procedure Policy

**4. Responsibilities & Delegations**


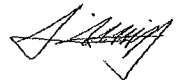
- 4.1. The Childcare Taskforce is responsible for the review of this policy.  
4.2. The Childcare staff & management are responsible for the implementation of this policy.  
4.3. The families and children are responsible for the support of this policy.

**5. Considerations**

- 5.1. National Standards  
5.2. Q&A Principles

**6. Records Maintenance**

- 6.1. This policy is to be reviewed annually.

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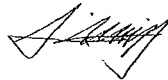
## PROCEDURES

### STAFF / MANAGEMENT

- Staff and Management are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Co-ordinator is the main line of communication between the staff and the Area Manager.
- Staff can raise any issues with the Area Manager through the Co-ordinator. The Co-ordinator will ensure that this is drawn to the Area Manager's attention through regular meetings.
- Where necessary staff will be invited to meet with the Area Manager to discuss their concerns.
- If staff have an issue they do not wish to address with the Co-ordinator they may personally contact the Area Manager identifying the problem and asking for assistance.
- Where there is a distinct conflict between a staff member and management, the staff member or management can act on this as per the grievance procedures.

### STAFF / FAMILY


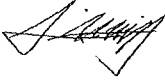
- Staff will create a comfortable and supportive environment for families and strive for open communication and good relations with families.
- Staff and parents will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Staff will not be judgmental towards the families and respect their need to use childcare.
- Staff will accept parent's individual difference regardless of age, religion or sexual orientation.
- Staff will accept parent's individual differences in raising their children and in all cultural issues.
- Staff will ensure parents are greeted and fare welled in all sessions.
- Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behavior that may have been a concern and so on.

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- Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.
- Staff will regularly talk to parents about the child's cultural needs and celebrations and respond to these.
- When parents contact the centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level.
- Communication with families will be maintained in a variety of ways such as:
  - Greeting and fare welling.
  - Personal conversations.
  - Notice boards.
  - Parent handbooks.
  - Newsletters.
  - Information from the Management.
  - Phone calls and emails sent to the parents.
- Staff will ensure that families are fully aware of all lines of communication, and ensure these are followed.
- Staff will be aware of their limitations in relation to families' problems and ensure they are referred to the appropriate people when required.
- Families and staff are requested to maintain confidentiality at all times. This includes sharing information with the school community.
- Open communication is encouraged between families, schools and staff at the service.
- Newsletters are used as a means of communication with families.
- Customer feedback is welcomed and can be verbal or written using the Customer Feedback form.
- Customer feedback is acknowledged and responded to appropriately.

### **STAFF / CHILD**

- Staff and children are to treat each other with respect, courtesy and understanding.
- Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behavior for the centre.
- Appropriate language is to be maintained at all times.


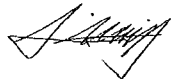
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- Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Staff will initiate conversations with all children, and develop an understanding of the child and their interests.
- Staff will give praise and positive feedback to the children as often as possible.
- Staff will form friendly and warm relationships with the children in their care.
- When communicating with children staff will ensure that they are understood and to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Staff will not threaten or verbally abuse the children in any way.

#### **STAFF / STAFF**

- Staff members are to treat each other with respect, courtesy and empathy.
- Personal information regarding staff will not be shared with parents or members of the school community.
- Appropriate language is to be used between staff at all times.
- Staff are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Co-ordinator will arrange for staff contributions to be placed on the meeting agenda.
- Staff are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.
- Staff will familiarise themselves with the content of all notices displayed around the centre.
- A staff member with concerns about work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Staff should not unnecessarily involve families or other staff members in their matters of grievance or complaint.
- Staff are encouraged to give feedback and raise issues through evaluation of programs, and open communication with management.

Regular staff meetings are held for individual services, as well as regular meetings for all Co-ordinators and Program Managers.

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### 7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

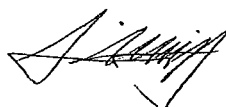
I endorse the Communication Policy.

Name: *Maryann Rupnik*  
*Childrens Services Program Manager*

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*  
*Group Manager*

Signature: 

Date: 7 December 2009