



Communication With Preschool Procedure

Associated National Quality Standard	Education and Care Services National Law or Regulation	Associated department policy, procedure or guideline
6.2	Regulation 74 Regulation 75 - 76 . Regulation 85 , 86 , 87 Regulation 157	Leading and Operating Department Preschool Guidelines
Related procedures		
Communicating with the School Procedures		
Staff roles and responsibilities		
School principal	The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring: <ul style="list-style-type: none"> • the preschool is compliant with legislative standards related to this procedure at all times • all staff involved in the preschool are familiar with and implement this procedure • all procedures are current and reviewed as part of a continuous cycle of self- assessment. 	
Preschool educators	The preschool educators are responsible for working with leadership to ensure: <ul style="list-style-type: none"> • all staff in the preschool and daily practices comply with this procedure • this procedure is stored in the preschool, and made accessible to all staff, families, visitors and volunteers • being actively involved in the review of this procedure, as required, or at least annually • details of this procedure’s review are documented. 	

Procedure	
<p>Communicating with preschool educators</p>	<p>From time to time parents and carers may need to approach the Preschool in order to:</p> <ul style="list-style-type: none"> • Discuss the progress or welfare of their own child at home or at preschool. • Express concern about actions of other children. • Enquire about preschool procedures or practices. • Express concern about actions of staff. <p>A planned meeting can be made at any time of the year and may be made in a number of ways:</p> <ol style="list-style-type: none"> 1. A parent/carer may send the educator a message on Class Dojo requesting a meeting. 2. A parent/carer may ring the school office and leave a message for the Preschool educator that a meeting is requested. 3. A parent/carer may write a note to the Preschool educator requesting a meeting 4. A parent/carer may email lismoresth-p.school@det.nsw.edu.au requesting a meeting with the appropriate staff member. <p>In any of the above, parents/carers need to state the issue they would like to discuss at the meeting. The Preschool educator or other staff members can then know how much time may be needed, research the information required and prepare for the meeting. The staff member will then organise a mutually agreeable time.</p> <p>It is always important to organise a time to talk with Preschool staff in an unhurried and confidential atmosphere. Trying to talk to Preschool educators when they are teaching, managing children or are engaged in another conversation is inappropriate.</p> <p>In very rare cases, where people wishing to express concerns do so in an aggressive, threatening or violent manner, the Principal/Educational Leader (or delegate) has the legal authority under the <i>Inclosed Lands Act</i> to:</p> <ul style="list-style-type: none"> • Direct the person to immediately leave the grounds. • Call the police to remove the person should he/she refuse. • Withdraw future permission (by letter) for the person to enter the grounds without the permission of the Principal/Educational Leader.
<p>Approaching preschool educators</p>	<p>Discuss your child's development, social and emotional needs:</p> <ul style="list-style-type: none"> • Directly contact your child's Preschool educator either by Class Dojo message, note, phone, email at <p>lismoresth-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues.</p>

	<p>The wellbeing of my own child:</p> <ul style="list-style-type: none"> • For minor issues directly contact your child’s Preschool educator to clarify information. Appointments can be made with the Preschool educator to discuss any concerns. • To convey information about change of address, telephone number, emergency contact, custody details, health issues etc, please contact the Preschool educator via note or call the Preschool administration officer within the school office. <p>Actions of other students:</p> <ul style="list-style-type: none"> • Contact the Preschool educator for a Preschool issue. <p><i>At no time should a parent approach another child, other than their own, to address an issue at Preschool.</i></p> <p>Actions of other students on social media:</p> <ul style="list-style-type: none"> • Any social media issues out of Preschool should be addressed by taking a screen shot of inappropriate material, blocking the sender and reporting to the relevant social media platforms. A report can also be made to the eSafety Commission https://www.esafety.gov.au/complaints-and-reporting • Parents/carers should also note, requests to become friends on social media with Preschool staff will not be accepted, as a professional relationship will always be maintained between staff and parents.
<p>Preschool educators communicating with families</p>	<ul style="list-style-type: none"> • Information about the educational program will be on display. • Parents can fill in message slips. • Information will be sent via Class Dojo with individual portfolio photos and shared class story. • Parents will be directly contacted by phone should a child become unwell or is injured on their head or other body parts (where staff may think bruising may occur). Staff will be required to complete an incident, injury, trauma and illness form and communicate with parents upon collection to sign. • School newsletters and Class Dojo will be used to inform families of whole group projects, volunteer opportunities and important information. • Families will be informed in the event of an infectious disease at preschool. • Preschool educators may leave a note on the sign in sheet for parents to see the teacher at the end of the day.

Record of procedure's review
Date of review and who was involved
30/8/23 Maree Guy, Sonya Murphy, Larissa Polak
Key changes made and reason/s why
Updated to new template.
Record of communication of significant changes to relevant stakeholders

Copy and paste a new table to record each occasion the procedure is reviewed.