

Treasure Tree Parents Communication Process Reg43/C12

Rationale:

At Treasure Tree, we are committed to make communication with parents as open, regular, and informative as possible. However, we do recognize that while parents are interested in all aspects of the children, they are often restricted by time. We have therefore instigated a variety of communication channels and process.

Objective:

Parents have formal and informal opportunities to communicate with educators and Visiting Teachers about their child and share specific evidence of the child's learning and be involved in decision-making concerning their child's learning.

Procedures:

Communication Channels

Treasure Tree provide the following channels to for parents to communicate with educators and Visiting Teachers at Treasure Tree, and share specific evidence of the child's learning and be involved in decision-making concerning their child's learning

- Weekly and Monthly newsletters and updates (Including children's activities, policies due to be reviewed, future planned activities, planned purchases etc.) are delivered to the parents for comments and participations via community post and emails.
- Visiting Teachers contact each educator at least once a fortnight, visit each educator at least once a month and take all reasonable steps each month to observe each child while that child is receiving education and care.
- Weekly Playgroup.
- Individual child Learning journey showing continuation learning are updated in Storypark by educators and Teachers so parents can enjoy seeing their incremental development and give feedback.
- Parents are encouraged to communicate with educators, Visiting Teachers, and management freely through Storypark, Wechat, email, phone and face-to-face communications, and we value parents' contribution.
- All service's operational documents and policies concerning their children are freely to view by parents.

Communication Process

- Parents are encouraged to have informal communication and information sharing with the educator when they pick up and drop off their child/when educator care for the children at parents' home
- Parents should feel free to discuss any queries or problems with the educators and Visiting Teachers through email, phone or face-to-face communication.
- Parents are encouraged to make an appointment with the Visiting Teacher for detailed discussion on their child's or their needs.
- Parents are encouraged to involve in the development and review of policies concerning their child.
- Parents will be encouraged to spend time with the educator and the participation of daily activities.
- If a parent is willing to make a complaint, please refer to the complaint procedure for details