

Policy Title:	Communication
Effective Date:	13 th August 2013
Review Date:	As necessary by the Policy and Procedure Development Policy

POLICY STATEMENT

Without the ability to express what we truly feel we will be unable to communicate our needs to others. Inner City Care (ICC) recognises that social interactions provide opportunities for learning and development in all areas. This learning environment – like all others – should be as positive and as inviting as possible.

The Early Years Learning Framework (2013), recognises the importance of communication and language. Communication is crucial to a child's sense of belonging, being and becoming. From birth, children communicate with others using gestures, sounds, language and assisted communication. They are social beings who are intrinsically motivated to exchange ideas, thoughts, questions and feelings, and to use a range of tools and media, including music, dance and drama, to express themselves, connect with others and extend their learning.

BACKGROUND AND CONTEXT

This policy was developed by the staff and Management Committee prior to 1998 and then reviewed in May 2003. It was again reviewed by staff and the Management Committee in October 2005, and then in June 2007 – information about Grievance Policy added. It has again been reviewed in September 2008 and December 2010.

SCOPE AND PURPOSE

- To create an environment in which people are able to express themselves without fear of judgment.
- To create an environment for open and honest communication.
- To provide opportunities for the development of all skills through social interaction.

POLICY DETAIL/ BUSINESS RULES

Staff/Child Interactions:

- What adults say to children conveys to them messages of competency or inadequacy.
- Continual exposure to a negative verbal environment diminishes children's self-esteem, whereas exposure to a positive verbal environment enhances children's self-awareness and perceptions of self-worth. (Kosternik, Stein and Weiren, 1988)
- Treat all children with respect.
- Treat all children equally and divide attention equally between children.
- Recognise the importance of a positive verbal environment and positive communication with children.
- Use words which show affection for the children and show sincere interest.
- Listen attentively to children when they speak or ask questions, be close to where the child is.
- When communicating, try to be at the child's eye-level.
- Avoid making judgmental comments about others in the presence of children.
- Speak in a courteous manner with the children and refrain from interrupting.

- Invite children to interact with you. Plan time and/or take advantage of spontaneous opportunities to speak with the children informally.
- Refrain from speaking when talk would destroy the mood of the interaction.

Staff/Parent Interactions:

- Treat all parents equally and with respect.
- Make opportunities to talk informally and formally with parents.
- Listen to and respect parent's opinions, views and advice.
- Be open and honest about their child's experiences at the Centre.
- Be tactful and sensitive when communicating with parents, educators and staff.

Staff/Staff Interactions:

- Treat each other with respect. Recognise that we all have different life experiences, training and cultural backgrounds and that those will influence our beliefs, views and opinions. Listen to others' points of view.
- Avoid making judgmental comments about other staff.
- Address issues, concerns and problems as they arise and be honest with each other.
- Always be caring and supportive.

Conflict Resolution:

- In conflict situations please refer to the Staff Grievance and Complaints Policies.

AUTHORITIES AND ACCOUNTABILITIES

The Centre Director is responsible for ensuring all ICC educators and staff have training in this policy.

All ICC educators and staff are accountable for the implementation of this policy.

OTHER RELEVANT DOCUMENTATION

Inner City Care Grievance Policy
 Inner City Care Complaints Policy
 Inner City Care Philosophy
 Early Years Learning Framework for Australia 2009
 National Quality Framework

APPROVAL

Approved by Management Committee	
Signature:	Date:
Title:	
Meeting date:	13 th August 2013
Policy Owner:	Inner City Care
Effective Date:	13 th August 2013

Review Date:	August 2013
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