



Communication Plan for Staff and Families

At CHOOSH Care we believe that it is important to have effective communication with families to ensure that we are providing the best care possible for your children.

We have developed the following strategies for communicating with families:

- **Verbal Communication:** Staff will be available during drop off or pick up time to discuss any issues regarding the children, the child's day at the centre and any other important information
 - **Incident/ Accident, Illness:** These forms have been developed to document and inform you about any incidents which may occur during your child's time in our care.
 - **Medication Administration:** This form needs to be signed even though you may have already given permission prior to the medicine being administered. In the event of an emergency (i.e. Asthma/anaphylaxis) you will be informed as soon as practicable after administration.
 - **Program/ Menu:** The weekly program is displayed on the notice board in the room. Parents should feel free to view the weekly program and see what is happening during the day. The menu is displayed on the same notice board. Please let us know if your child does not like any of the foods available and we will happily provide an alternative. Evaluations and observations of the day can also be found on our closed Facebook page.
 - **Parent Notice Board:** The Parent Noticeboard is updated weekly with important information for parents. This may include changes to fees, excursions, reminders for lost property, etc.
 - **Email:** choosh.care@outlook.com
CHOOSH Care distributes much of our information via email. Account summaries are sent weekly, and other important information such as surveys, newsletters and Vacation Care Programs are sent out as required. This information is also available at the sign in desk for families who are not on our mailing list.
- Telephone:** CHOOSH Mobile - 0403202848
- The CHOOSH Care office is open from Monday – Thursday 10:00am – 2:30pm daily. During this time there will be someone available to take any calls. Parents should feel free to leave a message on our answering machine outside of these hours and a staff member will return your call as soon as possible. Parents are also welcome to send any enquiries or messages as a text message to the CHOOSH Mobile – 0403202848 or email choosh.care@outlook.com.
- **Surveys:** CHOOSH Care distributes a Parent Survey biannually via email. This survey is anonymous and allows us to gain important feedback from parents and families, which enables us to continually improve the quality of care for your children.
 - **Complaints/ Suggestions Form:** The Complaints/ Suggestions Form is available at the front desk and can be used if a parent has any issues that they feel have not been dealt with effectively through verbal communication with staff. This form can also be used to give suggestions, comments or compliments.
 - **Website:** Our website is www.wooshcare.com.au. Available on the website are enrolment forms, newsletters, information about events etc.

This document links to QIAS Principles 2.1, 2.2, 2.3 and 8.3