



## Communication Plan for Staff and Families

At WOOSH 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.
- **Sign in/ Out Roll:** A comments box is located on the right hand side of the roll. This comments box is used to let parents know if they need to see staff, if their child has lost property to collect, etc.
- **Incident / Accident:** This form has been developed to document any incidents which may occur during your child's time in our care. This form is designed to inform parents of any incidents/accidents that may have occurred during the day.
- **Medication Administration:** this form needs to be signed even though you will 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 daily program is displayed in the office room, and previous daily programs are available in an A3 book beside the sign in desk. Parents should feel free to view our programs and see what is happening during the day. The weekly menu is displayed at the sign in desk. Please let us know if your child does not like any of the foods available and we will happily provide an alternative.
- **Children's Folder:** Each child at WOOSH Care has an individual child folder, located in the main room. Each child has access to their folder, which includes their child profile, personal reward charts, any art/ craft activities they have completed, photographs and observations documenting their time at WOOSH. We encourage parents to view their child's folder, and children are encouraged to take their folders when they leave the service, as a memento of their time at WOOSH 😊
- **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:** [woosh.care@bigpond.com](mailto:woosh.care@bigpond.com)  
WOOSH 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. If you would like to join our mailing list, please see Verity Curtis in the office.
- **Telephone:** (02) 4367 8666. **Mobile:** 0455 035794  
The WOOSH Care office is open from Monday – Thursday 8:30am – 4:30pm 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 ASAP.
- **Surveys:** WOOSH Care distributes a Parent Survey 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](http://www.wooshcare.com.au). Available on the website are enrolment forms, newsletters, information about events etc.