

THE GOWRIE (QLD) INC

Staff Communication Policy

CONSIDERATIONS:

QIAS

Principle 1.6

POLICY STATEMENT:

For staff and management to support effective communication that promotes respect and professional teamwork.

SOURCES:

Belonging, Being & Becoming – The Early Years Learning Framework
Staff Handbook - ACSEA

REVIEWED: April 2010

Date to be Reviewed: April 2011

IMPLEMENTATION:

<p>BACKGROUND INFORMATION</p>	<p>It is the aim of Gowrie (Qld):</p> <ul style="list-style-type: none"> • For staff to maintain positive communication with each other whilst at the Service. • For management to support an environment that fosters open & honest communication. • For Directors to maintain effective communications strategies and procedures for ensuring staff are informed and involved in decision-making.
<p>RATIONALE</p>	<p>“Staff who relate comfortably, equitably and professionally will appreciate each other’s feelings, views, needs and interests and come to respect the knowledge and skills that each staff member brings to the Service.” (QIAS 2001)</p> <p>The Gowrie supports a team approach to providing quality programs for young children. For staff to work together as a team, effective communication must exist between staff and a supportive environment provided for open and honest communication.</p> <p>The “Staff Policy”, “Staff Grievance Policy” & the “Professional Development Policy for Staff” should also be referred to for guidelines on staff communication.</p>
<p>WHAT SHOULD YOU DO</p>	<p>Staff will:</p> <ul style="list-style-type: none"> ✓ Greet and speak with other staff members in a positive tone. ✓ Support other staff members in busy times by assisting when required. ✓ Be aware of and receive information on the Grievance procedure for staff conflict (Staff Handbook). ✓ Share skills and knowledge with other staff, especially throughout full staff meetings. ✓ Be aware of the need to treat some information shared by staff or families confidentially. ✓ Monitoring their own behaviour with regards to being an active team member. ✓ Model effective communication for children and their parents/carers. ✓ Be friendly towards new staff members and be involved in the orientating of new staff . ✓ Value the different backgrounds attitudes and beliefs of each other.

<p>MANAGEMENT WILL</p>	<ul style="list-style-type: none"> ✓ Be aware of and have an understanding of effective communication strategies. <ol style="list-style-type: none"> 1. Effective listening. 2. The use of “I” statements. 3. Using positive language. ✓ Use Service procedures for communicating with others <ol style="list-style-type: none"> 1. Maintenance Board/folder. 2. Staff Communication Book (Staff room and rooms). 3. Staff Noticeboard in staffroom. 4. Contributions to newsletters. 5. Memos. 6. Verbal communication for passing on messages from parents etc. 7. Staff Appraisals, in-services and workshops. <p>Support staff in their use of effective communication skills by discussing staff communication in Staff Appraisals.</p> <p>Organise regular Professional Development Meetings for staff to discuss issues of concern, share ideas and knowledge, and receive training for new procedures/policies.</p> <p>Oversee the grievance procedure in the event of conflict or issues needing to be resolved between staff.</p> <p>Develop strategies and procedures in consultation with staff, (as listed above) for effectively communicating information between staff members.</p> <p>Be available for counseling or confidential advice/support when issues between staff members arise.</p> <p>(This role is performed by the Committee of the Kindergarten; however The Gowrie (QLD) Inc, as the affiliated members CGB, will provide support and advice when called upon by the Committee.)</p>
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