

Chinese Gospel Church of Dublin

Communications Policy

This is a whole organisation policy for all those involved in Chinese Gospel Church of Dublin. It deals with communication within the organisation and with parents and children and the wider community. To contribute to ensuring inclusivity and co-operation this policy emphasises maintaining and improving the current channels of communication amongst those involved in the organisation and with the general public.

Good communication is essential to maintaining a positive working and learning environment. Creating an atmosphere of mutual respect in a happy, caring and supportive environment means that people feel included, consulted and informed. This requires that Chinese Gospel Church of Dublin use a variety of channels of communication so as to ensure that the relevant people receive the necessary information.

Means of communication:

This policy encourages the use of the most effective communications mechanism depending on context, whilst ensuring the rights of everyone involved in the communication.

Communication methods utilised

- i. Personal contact
- ii. Phone calls
- iii. Written communication (email, letters, notes)
- iv. Text messages including What's app
- v. Facebook
- vi. Website

Communications procedures:

Our communication strategy is based on a module of Display, Inform, and Ask to ensure that relevant information is available to parents, members and the wider community. We shall use the above communication methods to ensure that this module is achieved.

We shall ensure that the following is displayed and publicly available on our website:

- General information about our organisation
- Contact details for relevant personnel
- Child Safeguarding Statement and contact details for relevant person
- Child Safeguarding Policy and contact details for our Designated Liaison Persons
- Other supporting policies and procedures that underpin the work of the organisation

We shall ensure that the following is displayed at our organisations activities:

- Child Safeguarding Statement and contact details for the relevant person

We shall ensure that we inform parents about the following:

- Introduce the staff and leaders that will be working with their children;
- Who their first point of contact should be within their child's group
- General information about the activity their child is participating in
- Calendar of events
- Details of activities, outings and trips away
- Reports on activities undertaken within our groups.

- Child Safeguarding Policy and supporting policies through information leaflets
- How to make a complaint
- Any concerns staff and leaders have about their child's welfare and safety provided it does not further endanger the child, the staff member or leader or Designated Liaison Person.

We shall ensure that we inform members about the following:

- Upcoming activities, outings and trips away
- Their rights to be protected, listened to and to have their views taken into consideration.
- Child Safeguarding Policy through information leaflets and posters
- The Code of Behaviour that applies to them

We shall ask parents to:

- Complete a Parental consent form for their child annually
- Complete consent forms for the children for day trips, residentials and emergency situations, photographs and communicating directly with teenagers
- Ensure that consent forms are completed by those with parental responsibility
- Keep staff and leaders informed about relevant information in relation to their child and family during the year.
- Confirm that the information being provided to them is being received and understood.
- Check in with staff and leaders for feedback on how their child is doing
- Provide feedback to staff and leaders on what we are doing well and how we can improve or change to benefit parents and members of our organisation.

We shall ask members to:

- Ensure that the information we are providing them with is being received and understood.
- Talk to staff and leaders about any concerns that they might have
- Feel free to approach any worker or volunteer if they are worried about something
- Provide feedback to staff and leaders on what we are doing well and how we can improve within our groups.

All information provided by parents and members as part of this Communications Policy shall be treated with the utmost confidentiality. However if any information pertaining to a child's welfare and safety comes to a worker or volunteers attention through any of these mean of communication, they shall follow the relevant procedures laid out in the Child Safeguarding Policy.