

Communicating Standards Across KU Children's Services



*How we
do it...*



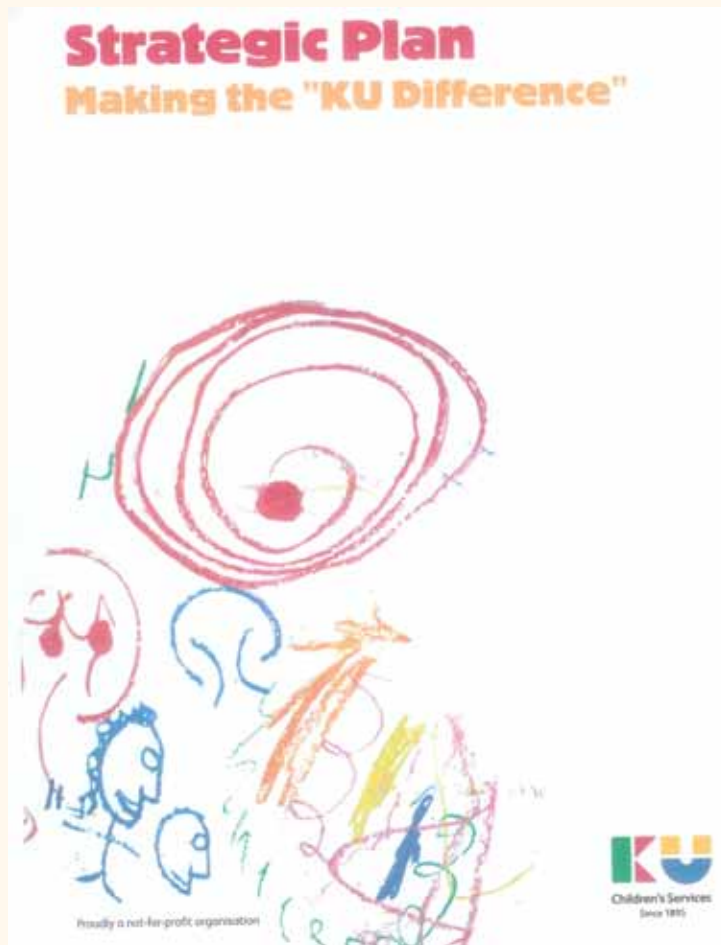
Children's Services
Since 1895

Communication

'Communication is the use of verbal and non-verbal communication between people trying to create shared meaning.' (Yoder, Hugenberg & Wallace 1996)



Shared vision...



- Vision Statement
 - Objectives
 - Strategies

External standards



- Regulations/Legislation

- QIAS

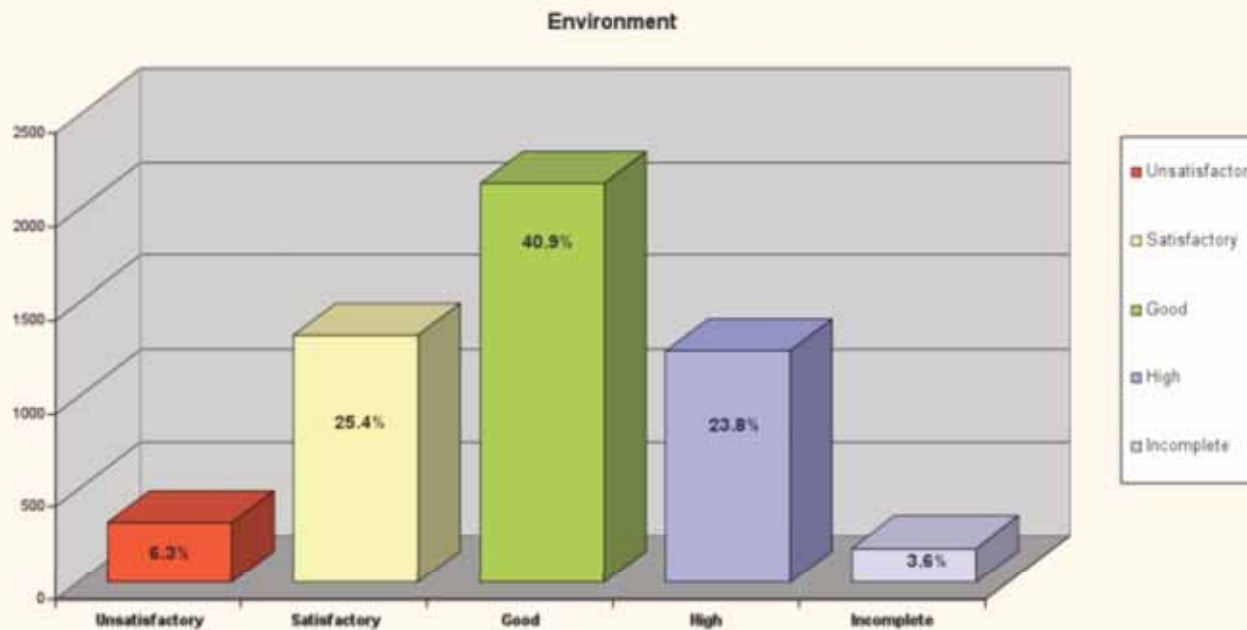
- NSW Curriculum Framework

Internal quality standards

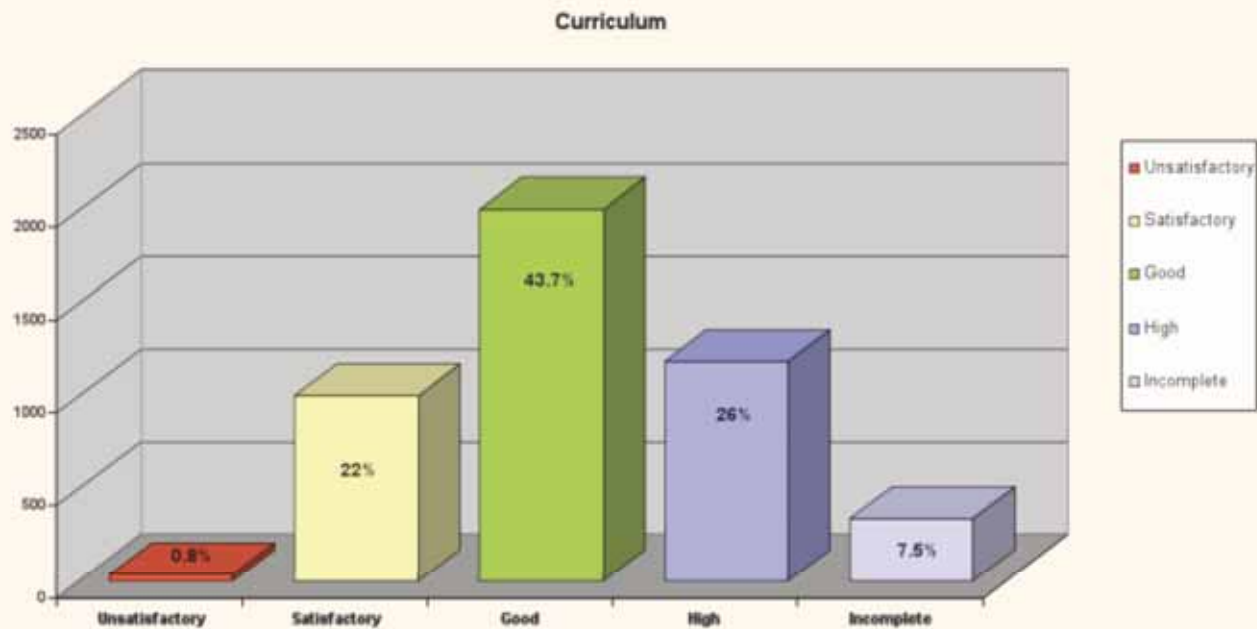


- Staff Qualifications
 - Strategic Plan
 - KU Quality Self Evaluation Standards
- Action Plans

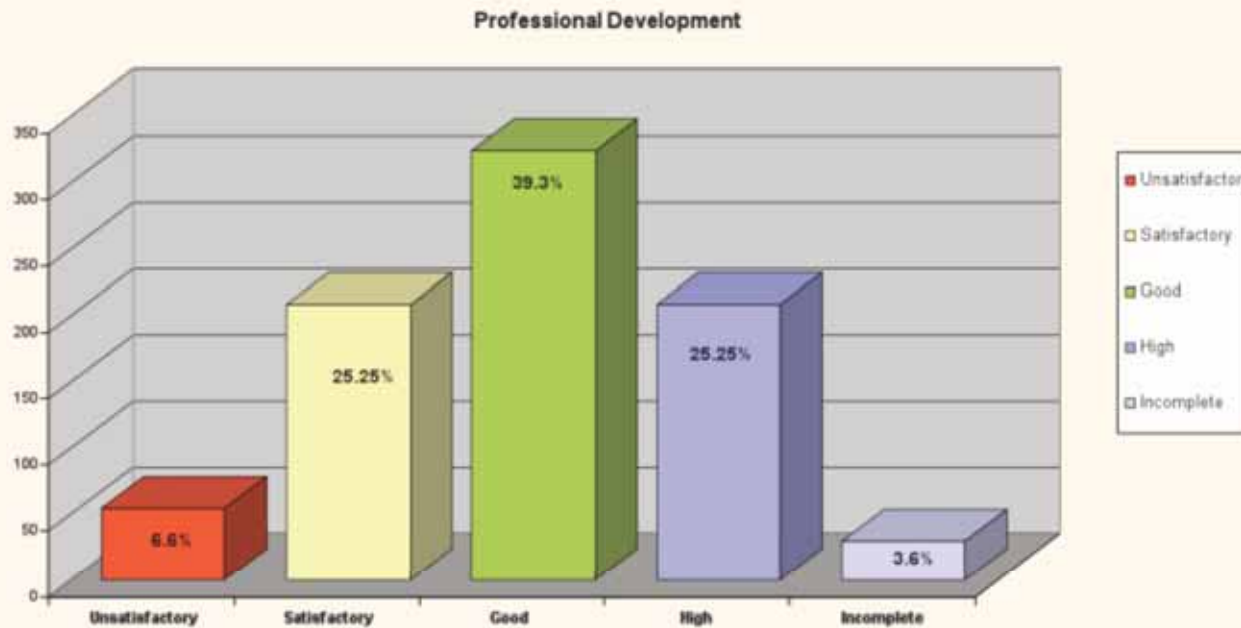
KU Quality Standards - *Environment*



KU Quality Standards - Curriculum



KU Quality Standards – Professional Development



How do we communicate our standards?

- Written documents
- Meetings & Training
- Intranet/Email
- Organisational Climate

Written communication

- Position Descriptions/Awards
- Policies and Procedures
- Fortnightly Bulletin
- Resources



Professional development

- Orientation
- Meetings
- Annual Seminar
- Inservice Courses and Workshops
- Staff Appraisals



Use of technology

- Computers
- Email
- Website
- Intranet



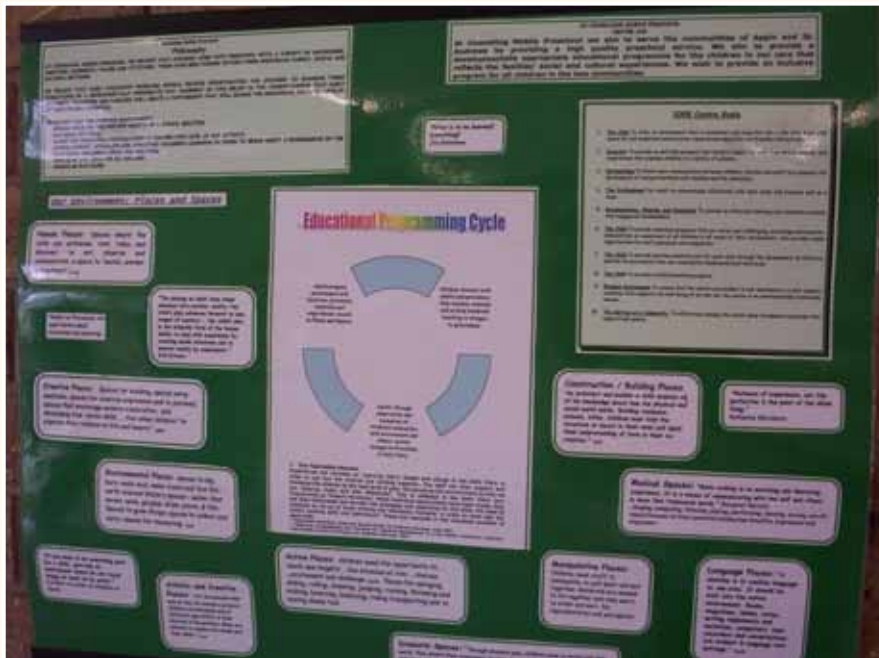
Branding

- 'Look and feel' of KU
- Recognisable brand
- Reputation
- Maintaining individuality of centres
- Reflecting the local community



Organisational climate

“Culture Carriers”:



Children's Services
Team

Special Education
Team

Strengths

- Relationships – “KU Family”
- Diversity
- Employer of choice



Challenges

- Geographical spread
- Variety of qualifications/roles
- KU “grapevine”



Successful Communication...



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THANK YOU

