

Pārongo 5

Te whakawhitiwhiti kōrero

Information Sheet 5: Communication



Key messages

for CDEM Groups to discuss with early learning services and schools:

- Everyone needs to know the early learning service's and school's emergency management plan. This includes: Board of Trustees/Early learning service provider, Principal/Early learning service manager, School/Early learning service staff . Parents/caregivers, Students, Early learning service' and school' neighbours.
- Parents and caregivers should also know the early learning service or school tsunami evacuation safe location including when the early learning service or school is at an offsite location.

The following information can provide the basis for conversations CDEM Groups to have with early learning services and schools about communication regarding tsunami planning and response. Ensure the key messages are covered in any discussion or correspondence about communication.

All staff, students, parents and the regional level MoE need to know what the early learning service or school emergency management plan is, in order for it to work effectively.

It is advised that early learning services provide and regularly up their emergency contact numbers with the regional level MoE.

It is important that early learning services and schools communicate their plan in as many ways as possible and remind students, staff and parents regularly throughout the year through assemblies, school website, newsletters, parent meetings etc.

Information about evacuation routes and the emergency assembly area/s should be displayed in prominent places. Ideas for the placement of evacuation signage include:

- near emergency equipment – such as extinguishers
- near light switches
- canteen/tea room
- backs of toilet doors
- foyer
- paint a map of the school and the neighbourhood that shows evacuation routes as a wall mural in a prominent location

It is essential that parents and caregivers know and trust that their children and students will be safe and cared for by the early learning service and school during an emergency. Parents and caregivers need to know, in advance, all emergency procedures especially the tsunami evacuation safe zone and family reunification procedures.

Parents should be regularly informed NOT to come to the early learning service and school in tsunami evacuation zones, as their children will NOT be there. Parents trying to collect their children from schools during an emergency has led to added confusion, needless traffic congestion, and even loss of life during tsunami events overseas.


Early learning services and schools should remind parents of the requirement to provide Emergency contact information (refer to MoE Emergency Plan template). This will ensure children and students are reunited with parents or caregivers at the earliest possible time from the tsunami evacuation safe zone.

It is good practice to suggest parents provide multiple pre-approved emergency contacts. Be sure that parent and emergency contact information is updated at the beginning of each year as a minimum, and that parents notify the early learning service and/or school of any changes during the year.

Clearly explain student release procedures to parents, students and community members emphasising students will be released only to parent/caregiver or other pre-approved emergency contacts (who should bring photo identification with them).

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It is essential that parents and caregivers know and trust that their children and students will be safe and cared for by the early learning service and school during an emergency.

Direct early learning services and schools to the Ministry of Education's Emergency Planning Guidance for further information to support emergency management planning and review.