



COMMUNICATION POLICY

Policy Statement

At Carlton North Primary School (CNPS) we acknowledge and understand that open and effective communication is vital to the health and wellbeing of the school community. Effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where information is clear and accurate. All communication needs to be timely, relevant, accurate, concise, honest and reciprocal.

Aim

- This policy aims to outline communication responsibilities of School Council, staff, students and our parents/carers to support everyone in our school community to be fully informed and to strengthen the home/school partnership.
- Provide collective understanding and processes to ensure that parents/carers, students and staff have a common goal of effective communication.
- Promote understanding and cooperative teamwork between the school, parents/carers and students.
- Promote active participation of the whole school community in effective communication.
- Contribute to the best learning outcomes for students.

Guidelines/Implementation

CNPS will meet its commitment to engaging in successful communication through providing open and transparent information about:

- Student Safety
- Student Wellbeing
- School Administration communication such as:
 - newsletter;
 - communication between school and home;
 - school events;
 - school fees and payments;
- Curriculum, Assessment and Reporting
- School Policies, Schedules and Reports to the school community

Staff are expected to:

- communicate a weekly overview of learning to parents/carers via Compass.
- respond to emails within two working days. If a staff member is unable to respond in full to the query made, then it is expected that a short email explaining that the matter is being looked into or information gathered is sent within the 48 hours.
- contact a student's parents/carers either by phone, email or via Compass if they have any academic or wellbeing concerns regarding the student.
- ensure that incursion/excursion notifications are uploaded onto Compass at least 2 weeks prior to the event.
- ensure that event notifications are uploaded onto the school calendar on Compass.
- ensure that any communication to parents/carers through the student diary is brief and factual e.g. Ancient Egypt assignment due 22/8 not received.
- sign as acknowledgement of receipt any note in the student's diary.

Parents/Carers are expected to:

- login to Compass regularly (minimum of 1-2 times a week).
- login to Compass to notify the school of their child/rens absence or extended holidays.
- ensure that incursion/excursion consent is approved on Compass prior to any activity.

- access and read the school newsletter via email as distributed once per week.
- support their child/ren to establish routines around daily/weekly procedures for their Reading bag / notices / diaries.
- sign in to the office when they visit, in line with the school's emergency management procedures.
- abide by the Parent Issues and Concerns Process (Appendix A within this Policy).
- become familiar with the school's policies and procedures.
- contact their child's classroom teacher if they have concerns for their child's wellbeing or academic progress by email, in person or via phone call.
- contact their child's classroom teacher by email or phone call to book an appointment time if they need to speak further about any matters regarding their child.
- adhere to Parent Helper guidelines and the school's Child Safe Policy when supporting learning programs at the school.

Students are expected to:

- speak with their teachers if they are experiencing problems at school.
- hand or give notices promptly to either their parent/carers or teacher.
- bring their Reading bag / diary to school as required.
- speak to a yard duty teacher if they are experiencing difficulties in the yard, if they witness somebody having problems or notice damage in the yard.

School Administration will communicate to parents/carers through the following platforms:

- Compass Newsfeeds
- Compass Event Notifications
- Compass Notifications when a student attends the First Aid Room
- Newsletter emailed out to families via MailChimp
- School Assembly Announcements every Friday afternoon
- Letters home via post
- Financial Statements via post
- Notices on paper sent home in school bags
- Website - the school website provides information to the school community and wider community. The school website is updated once per Semester
- Compass SMS notification in case of an emergency
- Phone calls
- In person in a variety of settings

Evaluation

This policy will be reviewed in 2021 or earlier as required.

This policy was ratified by School Council 6 September 2017.