



Communication Protocols at Goolmangar Public School

Rationale

Good communication is central to our community being informed about all that happens in and about our school. The many different forms of communication used in today's schools and society encourage everyone to become fully informed.

Support Statement

At Goolmangar Public School we believe regular communication, between home and school, is of vital importance. We recognise that good communication is a two way process and needs to be regular, relevant and timely so all staff, students and parents acquire details as required. We recognise and expect that everyone will, in any form of communication, adhere to respectful and polite behaviours at all times.

Implementation

Goolmangar Public School will meet its commitment to engaging in successful communication through providing open and transparent information about all our programs and procedures. In this document we outline communication responsibilities for our staff, students and our parents to support everyone to become fully informed and to strengthen the home school partnerships.

Staff will:

- Contact their student's parents if they have concerns for the child's wellbeing either by email or a phone call.
- Respond to parent requests quickly at mutually agreed time to discuss any queries or concerns.
- Follow through with parent concerns and feedback to parents any action required.
- Have notices (where time permits) and information for parents uploaded onto the website at least 2 weeks before a notice is required to be returned signed.
- Ensure minutes from staff meetings are recorded and made available to staff who are unable to attend.
- Check the answering machine at recess, lunch and before bus duty to assist in clear communication. If staff answer the phone or take a recorded phone message, the written message is to be:
 - Messages for staff - stuck to the message board in office or
 - Messages for students - written on the message whiteboard (that is hung on a bag rack outside staffroom door).
- Clearly communicate expectations to volunteers and the need for confidentiality.
- Email newsletters to all parents who have requested this service.
- Check their emails at least twice per week, read the newsletter and check the term timetable to maintain communication lines.
- Abide by the Department of Education and Communities Code of Conduct guidelines when communicating with school community members – please refer to school website.
- Offer parent interviews once a year or as requested by parent or teacher.

Parents/ Guardians will:

- Check website regularly as well as read the newsletter every week.
- Support their child/children to establish routines around daily procedures for communication.
- Sign in as a visitor in line with the schools emergency management procedures.



- Communicate respectfully with all students and staff.
- Phone, email or approach the Principal/Teacher for an appointment if a concern or a query arises.
- Seek a mutually convenient meeting time with the staff member involved to discuss concerns.
- Abide by the Department of Education and Communities (DEC) Complaints Handling procedures by initially attempting to remedy any issues informally at the school.
- Inform school of reason for their child's absence or part absence in writing by email, a letter or a phone call in accordance with Department of Education and Communities Attendance Policy.
- Endeavour to ring before school and during lesson breaks on days when there are no office staffs present. If your call is urgent or an emergency continue to ring until a staff member answers and leave a message.
- Use email to send non-vital information.
- Use emails in a professional and respectful manner i.e. do not use threatening or offensive language.

Students will:

- Speak with teachers if they are experiencing problems at school or they see somebody having problems.
- Speak with teachers if they notice damage to school property.
- Hand or give notices promptly to either parent or teachers.
- Speak in a respectful manner to all school community members and visitors to the school.

Policy prepared by Rachel Bertuzzi.

Approved by:

- P&C 27/7/15
- Staff 13/7/15 Staff Dev Day
- Rachel Bertuzzi, Principal

