

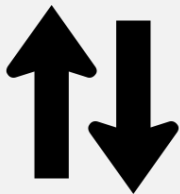


# STREAMLINING COMMUNICATION AT SCHOOL

At Freshwater Bay Primary we are committed to providing a safe, inclusive and supportive educational environment. Communication plays a key role in creating and fostering strong, positive relationships between the school and the home.

*"COMMUNICATION WORKS FOR THOSE WHO WORK AT IT."* JOHN POWELL

We believe communication is a two-way street; what happens at school and the relationship between home and school is critical to ensuring that:



- students are happy, secure and open to learning.
- staff are valued, informed and high performing.
- our school community are supported and engaged.

## BEING BETTER THAN THE REST

Working together creates better outcomes for everyone and our teachers and administrators shall apply the following standards;

- **Acknowledgement** of written or verbal requests for information or appointments **within the day** of receipt and to provide requested information or schedule the appointment within **24 to 48 business hours**.

- For urgent requests, such as those dealing with behaviour/disciplinary matters or a concern relating to the welfare of a student – the Deputy Principal or Principal will **acknowledge and respond** on the **same day** the information is received by the school to the best of their ability.

## INFORMATION PATHWAY #1: FROM SCHOOL TO HOME

### STUDENT ORIENTATED

Freshwater Bay provides the following communication modes for providing student orientated information to parents/guardians:

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#### 1: CLASS TEACHER

- Parent Information sessions early term 1.
- Formal parent interviews Term 1
- Informal parent interviews as required.
- Annual "Open Classrooms" in August term 3.
- Student Diary's – Year 4 and above.

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#### 2: ACADEMIC STANDARDS

- Formal reports in term 2 and 4.
- Year 6 Graduation Ceremony.

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#### 3: BEHAVIOUR/EMOTIONAL/HEALTH CONCERNS

- Class teacher will organise informal discussion.
- Formal meeting can be scheduled if required and outcomes documented.
- Principal or Deputy to be notified and included.

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#### 4: OTHER

Email and preferred contact information will be provided to parents/guardians.

Parents encourages to maintain continued contact with teacher

Parent helpers are always encouraged.



### GENERAL

To keep parents and our wider community updated on general matters, information and events the following avenues are used. These are single flow pathways, the aim of which is to ensure important school information reaches every member of our community.

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#### 1: FOCUS NEWSLETTER

Distributed electronically every month during school term.

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#### 2: DIRECT EMAILS

To provide information quickly and efficiently to parents/guardians.  
School Target – weekly every Thursday.

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#### 3: SCHOOL WEBSITE

“Single source of truth” for all school information for both current and prospective families.

Provides information regarding key elements of our school such as School Board and P&C.

Accessible Information, such as current policies, annual report, and school business plan.

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#### 4: SKOOLBAG APP

Real time notifications direct to registered devices.

Links to external providers i.e. lunch orders.

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#### 5: FACEBOOK

Social media platform for the school.

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#### 6: OTHER

Notice Boards

Hard copy correspondence – permission slips

Invoices & Statements

### INFORMATION PATHWAY #2 FROM HOME TO SCHOOL

#### LETTING US KNOW

The most common reasons for a parent/guardian to contact the school (not including day-to-day class communication) are given below. However, it is acknowledged, that many other reasons arise, and this is to be used as a guide in these instances.

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#### 1: ABSENTEE NOTIFICATION

Absentee form via Skool Bag App.

Email to class teacher or school office.

Letter provided to class teacher.

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## 2: ACEDMIC PERFORMANCE

Organise discussion with class teacher.

Email confirmation between class teacher and parent/guardian to formalise discussion points.

If further attention is required, schedule a formal appointment with class teacher and Principal or Deputy.

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## 3: BEHAVIOURAL

Organise discussion with class teacher.

Email confirmation between class teacher and parent/guardian to formalise discussion points.

If further attention is required, schedule a formal appointment with class teacher and Principal or Deputy.

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## 4: EMOTIONAL/HEALTH CONCERNS

Email concerns directly to class teacher.

Organise meeting with class teacher if required.

If further attention is required, notify Principal or Deputy.

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## 5: SPECIALIST TEACHERS

Email to class teacher to request specialist teacher information.

The parent does not need to provide a reason why the details are required.

Telephone the school and Administration will provide you with the best contact information for the specialist teacher.

Due to the changing work schedules of specialist teachers we encourage parents to also include the class teacher in correspondence.

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## 6: STAFF ACTIONS

Notify Principal via email or telephone call.

Request a formal meeting with Principal if matter is not resolved.

**"HONEST COMMUNICATION IS BUILT ON TRUTH AND INTEGRITY AND UPON RESPECT OF THE ONE FOR THE OTHER." – BENJAMIN E MAYS**

## TWO WAY COMMUNICATION

As soon as possible during the first weeks of term 1, your child's class teacher will provide you with contact information along with the best avenues for communicating with them effectively and their preferred times for informal discussions during the week. Freshwater Bay is working towards our class teachers being available at least one morning and one afternoon each week for before and after school catch ups with parents.

From year 4 onwards the student diary is an avenue for informal communication between parent and teacher. Parents/guardians and teachers are encouraged to use it for short messages and notes as required. It is a way of communicating non-urgent matters daily.

Parents/Guardians are asked to keep the class teacher informed of anything that may impact your child at school, both academically and socially. This will allow our teachers to be proactive in observing and supporting your child and provide feedback and insight when required. Class teachers will keep parents informed of any events that may impact the child at home.

## CHANGES TO PROCEDURE/GENERAL OPERATIONS

Should the Principal feel that changes are required to the daily operations of the school, that impact children and parents/guardians directly, notification of said changes will be provided in writing at least 1 week prior.

Parents/guardians are encouraged and will be given an opportunity to provide feedback and/or suggestions and will receive an acknowledgement and response as per policy guidelines.

The Principal will consider all information, make the final decision and communicate the changes prior to and with specific dates of when changes will come into effect.

## CONCERNS/COMPLAINTS

There will be occasions when parents/guardians may encounter difficulties or concerns. When this occurs, parents are encouraged to resolve the issue informally, initially with the classroom teacher.

Freshwater Bay will deal with all concerns and complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner and a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest confidence.

Anonymous complaints will be investigated for the purpose of identifying if there is any substance to the complaints. In the absence of clear evidence, anonymous complaints may not be further acted upon.

Contact should be made with the Principal or a Deputy Principal if assistance is required in clarifying an issue of concern or for the making a formal complaint.

## ISSUES ARISING BETWEEN STUDENTS AND FAMILIES

No parent should approach the children of other families or their parents/guardians with a school related or non-school related issue on the

school grounds. Such matters must be addressed to the Principal or Deputy Principal and not discussed with other persons.

“COMMUNICATION AND COMMUNICATION STRATEGY IS NOT JUST PART OF THE GAME - IT IS THE GAME.”

OSCAR MUNOZ

