



Endorsed	November 2024
Review	November 2026
Responsibility	Principal and Governing Council

Communications Policy

Rational

At Allenby Gardens Primary School, we believe in building good relationships and having a strong partnership between the school and its community to promote a positive learning environment for students. We are committed to open, honest and timely communication which is both respectful and constructive. Open communication is vital in establishing positive working partnership with your child's school and teachers. It is important families and staff follow certain communication protocols.

Aim

The aim of this policy is to

- Clearly express our school's commitment to positive use for electronic and other forms communication.
- Establish clear expectations for both staff and parents in the use of electronic methods as a communication tool.
- Implement a policy which maintains a safe workplace for staff and supports them to effectively balance their work and home life.
- Ensure families are respectful and courteous in their interactions with all staff. Families should be calm and not react with high levels of emotion.

Expectation for Whole School Communication

- We will use SeeSaw, Facebook and Instagram as our primary method of communication for whole school information and events.
- Emails are also an efficient, effective and preferred mode of communication
- Individual classroom teachers and specialist teachers will use Seesaw to share learning experiences, work samples and any relevant information/notes/messages relating to their specific class. The office will share any whole school reminders or information in the Office section of Seesaw.
- It is not always possible for staff to post instantaneous pictures/messages/work samples on seesaw, particularly if on excursion or camp. Staff will aim to upload posts on seesaw at a convenient time.
- The school also a webpage with information regarding policies, school-based information, staff and a link to an [online concerns/complaints form](#):

Expectation for Families

- If urgent communication is required throughout the day or a change in expected routine, please communicate this **via phone call** to the front office and they will pass on the message to the associated staff.
- When there is breakdown of communication and/or an issue arises, the first point of call is to arrange with the associated staff member to discuss and resolve the matter. It is recommended that any issues or concerns should be raised **within 48 hours**.
- Families are expected to provide up to date contact information such as email address, phone and postal address. When personal details have changed, or if you are unsure if contact information is up to date, please contact the front office staff.
- Families must communicate absences for their child/ren by contacting the school through phone or by contacting the class teacher via SeeSaw the day of absence. Communicating absences are a Department for Education requirement.
- Families should be familiar and adhere to the school grievance procedure.
- During excursions and camps, families are to only contact staff via the school mobile (0437 682 016) for emergencies. General check-ins either via SeeSaw, email or phone are not permitted.
- Should anyone wish to raise a formal concern or complaint to the Principal or Governing Council, **an electronic form** must be submitted via the [school webpage](#). If you do not have access to the internet, a hard copy is available at the front office.

Electronic Communication

- Communication through electronic means is most effective when communication is brief and informative. Issues/concerns requiring more detailed discussions or information need to be addressed either face-to-face or over the phone at an agreed and convenient time.
- Please be clear with your communication. Are you simply providing information or are you expecting an action or follow up?
- Electronic communication is to be respectful and constructive. If it relates to a concern or problem, the focus must be about understanding the problem and finding a solution.
- Negative or confrontational messages will be avoided. We never say in an email or message what we wouldn't say to the recipient's face. Goodwill and understanding comes from good communication, not demands or negativity.
- Staff and families are not expected to respond to electronic communication that is disputable or requires ongoing dialogue. A face-to-face meeting should be arranged.
- Families to send **non-vital messages** only through electronic modes. For example, do not send communication regarding OSHC or alternate pick-up arrangements as teachers may not see the message in time or there may be a relief teacher without access. Remember that given work demands, teachers may not see the message until the end of the day. If you need an answer more promptly, please contact the school via phone.
- Please don't seek to discuss in detail your child's academic progress, learning expectations or behavioural issues via electronic correspondence. (These are best addressed over the phone or face to face in a personal conversation.)
- Remember to respect staff personal time, including weekends, holidays, sick days and non-working days.
- When sending messages outside of work hours, please do not expect an immediate response. While some staff may choose to respond to messages it is not an expectation, nor should it be seen as being disregarded if a message is not responded to during these times. It is expected that staff reply within **2 working days**.
- Please remember that electronic messages are not necessarily confidential and be subject of Freedom of Information (FOI) regulation. Confidential information should be conveyed by phone or in person.

- Staff have other whole of school commitments once students are dismissed each day. It is strongly encouraged to schedule a meeting with relevant staff should you require more than just a short conversation.
- Families are requested to download and use the relevant school apps including SeeSaw and QKR. If you are unable to have access to these apps, please communicate this with your class teacher/s to ensure alternative forms of relaying information is available. A school Facebook page and Instagram page are also available.

Face-to-Face/Phone Calls

- Families are to remain calm and respectful when communicating face to face or over the phone.
- For lengthy discussions or queries, an appointment should be made with the appropriate staff member.
- Please do not attempt to meet with staff formally at morning drop off or afternoon pick up times, staff have a duty of care to the students and require that time for organisational matters and general communication with families.
- When phone calls are made through the school, families are to be aware that staff have other obligations to adhere to during the working day. Staff may not be able to take your call immediately. A message will be passed on to the appropriate staff member and they will make contact within **2 working days**.
- Families are not to contact staff members using their personal contact numbers.

Expectation for Staff

Electronic Communication

- Classroom teachers will communicate classroom concerns, work samples, curriculum overviews and relevant information through SeeSaw. It is expected that classroom teachers post a minimum of 3 individualised posts per student per term, and specialist teachers 1 post per student per term.
- Communication through electronic means is best when communication is brief and informative. Issues or concerns requiring more detailed discussions or ongoing dialogue need to be addressed either face to face or over the phone.
- Electronic communication must be respectful and constructive.
- Staff will aim to reply to any form of parent communication within **2 working days**.
- Staff may choose to send or respond to work related messages at a sensible time, but there is no expectation to respond to these messages outside of school hours **(8:00am-4:00pm Monday-Friday)**.
- Staff are not to respond to offensive or abusive emails; it should be forwarded to a member of the Leadership Team.

Face-to-Face/Phone

- Staff are expected to be available for phone calls or scheduled meetings between **8:00-8:30am** and **3:05-4:00pm** during the week.
- Any concerns or communication that requires an in-depth or lengthy conversation should be prearranged at a mutually agreed and convenient time.
- Staff are committed to whole of school priorities, commitments and meetings and should not schedule any other commitments or meetings during these times unless prior approval from the Principal is obtained.
- Staff will exit a conversation or meeting should they feel threatened, unsafe or it becomes unprofessional.

Internal Communication

There are a variety of internal communication modes and expectations of staff.

- Staff are expected to check their emails between **8:00-8:30am** and **3:30-4:00pm** each day.
- The electronic day book should be read each morning and each staff member has a responsibility to add any relevant information or messages.
- The whole school term planner must be continuously updated – should there be a clash of events/meetings etc anything that is not visible on the term planner will be cancelled.
- One Drive will be used for the sharing of documents, resources, automatic updates and storage.
- A weekly bulletin is distributed with relevant information and meeting dates.
- Internal electronic means of communication should be respectful, informative and succinct.
- Most staff are available for a quick face to face catch up in an informal capacity but matters that require more than a couple of minutes of someone's time a meeting should be scheduled at a convenient time.
- For non-vital information the school Facebook group 'Staff Room' may be used – please be mindful that not everyone has access to this group so if the information is for everyone, this platform should not be used.