



POLICY DOCUMENT

Ratified by Staff/Policy Committee: 2022

Ratified by Governing Council: September 2022

Review Date: September 2024

COMMUNICATION POLICY

PURPOSE

At Trinity Gardens School, we believe in working with parents/carergivers to build collaborative relationships that benefit student learning outcomes. We value families and their contribution to the school. The purpose of this policy is to provide clear instruction for communication between parents, caregivers, the school and staff at Trinity Gardens School.

RESPONSIBILITIES OF PARENTS/CAREGIVERS

We expect our parents/caregivers will:

- Develop close links with the school and attend as many events as possible
- Interact in a polite and respectful manner with staff and other community members
- Provide up to date contact details such as email address, phone and postal address
- Download and use the school app - Skoolbag is a communication app for smartphones, iPads and tablets. This app can be downloaded onto devices and will include calendar events, newsletter, forms and information. The app is designed for the entire school community.
- Read the school newsletter – calendar, sports information
- Be familiar with your class communication processes and consider the needs of other parents/carergivers as well as teacher workload
- Familiarise themselves with school policies and procedures. These are available on the school website under the section *School Information / Documents and Policies* and made available at the School Office on request
- Not communicate with staff online via Facebook or similar social media
- Contact their child's teacher if they have a concern. It is likely that the teacher has information relating to the incident/concern and is able to assist in understanding what has happened. Parents/caregivers may need to set up a meeting time as the teacher often has classroom responsibilities before or after school
- Communicate with their children during school hours through the School Office

RESPONSIBILITIES OF SCHOOL STAFF

We expect our educators will:

- Maintain a welcoming, professional and respectful approach to any communication with students and parents
- Follow the [Public Sector Code of Ethics](#) and the [DfE Protective Practices](#) to ensure the establishment and maintaining of appropriate professional boundaries
- Not share private details including mobile phone numbers or social media accounts
- Hold an Acquaintance Night in Term 1 each year with details communicated through the school newsletter. Teachers will outline their processes for individual class communication at this event
- Arrange three-way parent/teacher/student interview in term 1 with an optional second interview available on request following report distribution
- Request a meeting with parents/caregivers to discuss a child's progress at a mutually agreed time
- Respond to emails between 8am and 5pm Monday to Friday



- Acknowledge an email written by parents and provide a response within a reasonable timeframe (within 5 working days) – sooner if the matter is more pressing
- Notify parents/caregivers as soon as possible when a child has been injured or involved in a medical emergency
- Seek the support of a member of the leadership where there is a communication difficulty

Please note that classroom teachers are not necessarily able to access and respond to messages during teaching hours. If you have not been able to correspond with a classroom teacher prior to 8am with an urgent matter please contact the School Office.

CLASS NEWSLETTERS

At least once per term by the end of week 1, class teachers will communicate to parents/caregivers a class newsletter with a summary of the topics covered in the term. The first should include a welcome, a personal introduction, and a list of negotiated code of conduct, class routines and expectations, excursions, incursions etc., and requests for help or, resources. Each term's curriculum overview will provide up to date information about the class program and is to be sent home either with the class newsletter or the week following or displayed for parents.

SCHOOL NEWSLETTER

The School Newsletter is produced fortnightly (even school weeks) and is distributed on a Thursday via email, the TGS website and the Skoolbag app. All community members should read the Newsletter thoroughly. For newsletter contributions, email Miranda.Jackson160@schools.sa.edu.au by the morning of the Tuesday prior to the newsletter Thursday. Only TGS related information will be included in the Newsletter.

COMMUNICATION METHODS

Most important information for parents will be communicated via either Skoolbag or the School Website. This section outlines what goes where.

Email

- Is the primary channel used to communicate timely information to the whole community and important information to specific classes or groups within the TGS community

Skoolbag

- Skoolbag will be used to communicate general news, events, updates and reminders to the whole school community including broader community and local information that may be of interest

SeeSaw

- Will be used to communicate class specific information to class families including information regarding incursions/excursions/camps etc

Website

- Will be the primary channel used to store content. It will also be the place for content relevant to the school's broader audiences, which include prospective parents and the wider community.
- Content for the website includes information about the school generally including how to enrol, the school's curriculum, extra-curricular activities, support for students, information about parent involvement, school policies and other official school documents.



- The website will continue to be used to communicate information, which is relevant to the wider community, including prospective parents. For example, the rotating front images on the home page can be used to promote upcoming Open Days, Fairs, Festivals and other activities, which are of interest to the local community.
- To enable all members of the community to access communication, there is a translation feature.

Physical signage

- Upcoming events including parent-run events will be promoted through temporary signage at school entrances and on school noticeboards. Approval for any signage must be obtained from the School Office and any directions of the Office as to the placement of notices observed.

CLASS PARENT REPRESENTATIVES

- The primary form of communication from Class Parent Representatives with families in the class is via email.
- In particular, Class Parent Representatives may:
 - Communicate information about parent-organised events and school community activities;
 - Organise and promote social events for parents and children of the class.
- If additional assistance is requested by the teacher, Class Parent Representatives may assist in organising parent volunteers for learning activities and excursions.
- Email addresses collected by the school may only be used to communicate class and social items.
- Please note the [Class Parent Representative Role Description Policy](#) for full information regarding this position and responsibilities.