



Communication Policy

1. Rationale

The school encourages a sense of community that respects the contribution of and rights of all its members.

It is essential that all members of the school community communicate information respectfully in agreement with these protocols to protect the rights of individuals, to uphold our duty of care to students and to comply with departmental and legal requirements. This policy explains how our school community can communicate effectively in accordance with the school's values and responsibilities to its students, staff and parent/carer members.

The Communication Policy will operate in conjunction with the Communication Protocol, Policy Development Policy, Privacy Policy, Parent Complaints Policy and the Fundraising Policy.

2. Aims

- i. To promote communication between the school and the home
- ii. To provide information on the policies, practices and procedures of the school
- iii. To inform prospective students and their families
- iv. To assist in the processes of transition to and from the school
- v. To foster a sense of community
- vi. To promote a positive image of the school
- vii. To publicise forthcoming events
- viii. To document the practices and policies of the school for the local and wider community

3. Implementation

- i. Our school has a policy of open and cooperative communication.
- ii. This practice recognises that staff members have legal, departmental, local, professional and social obligations with regards the communication of information.
- iii. It is understood that it may be difficult for teachers to respond to messages of all types between 8.45am and 3.45pm as they have teaching responsibilities.
- iv. Communication means include the following:
 - i. Assembly
 - ii. Year Level Newsletter

- iii. COMPASS
- iv. Email
- v. Home Learning Journals
- vi. Konnective
- vii. Letters
- viii. Loudspeaker
- ix. Meetings
- x. Phone calls/Voicemail
- xi. Reports
- xii. School Newsletter
- xiii. Social Media including Facebook
- xiv. Website

v. The process for dealing with concerns or complaints is as follows;

1. When an issue relates directly to a student's social or academic wellbeing, the student's class teacher is the first point of contact.
2. For broader issues, or issues not resolved with class teacher, the next step is to the Principal or the Assistant Principal.
3. If following these steps a suitable resolution is not found, there are procedures beyond the school that can be used. The Department of Education and Training have a Parent Complaints policy which can be accessed at <http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>

vi. Where appropriate or necessary, communication will be facilitated through the use of interpreting and translation services

4. Evaluation

This policy will be reviewed as part of the school's three-year review cycle or earlier as required.

*This policy was ratified by School Council in October 2017
All policies are available at <http://www.skipps.vic.edu.au/about/policies.html>*

References

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

<http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>

Communication Protocol

Communication Method	Key Purpose of communication tool	Key person responsible	Teachers	Administration	School Council Through the President only	SKIPPA (including Class Reps)	Community
Assembly	Celebration of achievement, student performances, sharing of class learning, announcements	Principal	Any assembly items are to go through the Principal prior to the assembly taking place.	Monday morning assembly is used to communicate sports results. Friday assembly is for performance, Student Leadership reports, individual achievements (academic and sporting) and to showcase school activities.	Any assembly items are to go through the Principal prior to the assembly taking place.	Any assembly items are to go through the Principal prior to the assembly taking place.	Any assembly items are to go through the Principal prior to the assembly taking place.
Class Level newsletter	Communication of upcoming learning and events for the term and key dates specific to each year level team.	Year level Team Leaders	A newsletter from each Year Level team will go out to families once per term, within the first two weeks. This newsletter will contain student work, photos, brief curriculum outline and information important to the term.				
COMPASS	Payment for fees and events Parent consent for events Student Reports Student attendance management Parent teacher interview booking Sending emails to staff members Behaviour management Sick bay attendance	Office Manager	Parents/carers will have a unique login to the system and are expected to use COMPASS to electronically provide consent, make payments for events and school fees, arrange parent teacher interview bookings and enter explanations for student absences. Any communications via COMPASS that require a response will be replied to within 3 working days as per our email guidelines below.	All attendance, student reports, and school event information, parent payments, etc. will be utilised on COMPASS. All parents/carers will have a unique login to the system so they can enter absences, contact teachers via email, give permission for their child to attend events, make payments, etc.			Parents/carers will have a unique login to the system and are expected to use COMPASS to electronically provide consent, make payments for events and school fees, arrange parent teacher interview bookings and enter explanations for student absences.

Email	Communication of information and simple issues between staff and parents		All emails requiring a response will be returned within 3 working days. To be used for day-to-day matters, not complex matters. Any complex issues or concerns should be raised verbally with phone calls or meetings. Email addresses of staff are available from staff, the school website and via COMPASS	Will be returned within 3 working days. To be used for day-to-day matters, not complex matters. The school may contact parents/carers via the email address provided on the emergency information form each year. Parents/carers may add their email addresses to the Class Rep list as a choice. This will be distributed to each class by the class rep.	Will be returned by President or Executive Officer (Principal) after consultation with each other and/or Council	SKiPPA uses the Class Rep contact system to notify appropriate groups of school related activities and events. SKiPPA will be notified of any new enrolments during the year, and will get Class Reps to contact each new family to welcome them to the school, via email or phone calls. Community members are not to use the SKiPPA contact list to advertise any businesses or non-school events.	Community members are not to use the SKiPPA contact list to advertise any businesses or non-school events. Out of Hours activities including Basketball, Orchestra, Team Holiday and OSH Club use email to communicate with their relevant community groups.
Home Learning Journals/ Pockets/ Book Covers/ Diaries	Completion of home learning tasks and communication of messages related to this work	Class Teachers	Teachers will explain at Curriculum Information Evening in Term 1 how these are to be used in their Learning Spaces. This will be followed by a handout. This will be in line with the Home Learning Policy.				
KONNECTIVE	Showcasing work, key school dates or school events	Office Manager	Konnective is a broadcasting messaging Smart Phone app used by each Teaching Team to showcase current work and to notify or remind families of upcoming events.	Konnective is used by administration to highlight student or parent focussed events, remind families of upcoming events, as well as asking for assistance and newsflashes.	For appropriate functions e.g. Annual Reporting to parents/carers meeting and with Principal approval.	Messages can be made to the school community through KONNECTIVE by contacting the office via email.	Messages can be made to the school community through KONNECTIVE by contacting the office via email.
Letters	Non-urgent communications or lengthier communications	Office Manager	Letters from administration may be sent home at anytime for non-urgent matters, including notification of headlice, etc. Students will be asked to give them to their parents/carers.				
Loudspeaker		Office Manager	When the loudspeaker system is used to communicate a range of information to students, staff and parents/carers, we will be respectful of teaching and learning time and keep announcements to a minimum. The best time for announcements is during student eating time (10:40-10:50am and 1:05-1:15pm) and after 3.10pm				
Meetings	To address more complex issues that	All	We encourage staff and parents/carers to talk face-	Principals and Administration staff will ring	Council Meetings are held 8 times per school year.	SKiPPA meet on a regular basis during the term. Dates	Council Meetings are held 8 times per school year.

	require discussion and joint decision making		to-face. Parents/carers are encouraged to make an appointment to see their child's teacher when required. Parent/Teacher interviews will be held twice a year, using COMPASS	to arrange face-to-face meetings as required and requested.	Subcommittee meetings are held prior to Council meetings. Dates and times of both these meeting are published in the newsletter. Everyone is welcome to join a subcommittee or attend School Council meetings as a visitor, according to the procedures in Standing Orders.	are advertised in the newsletter. A Class rep meeting is held annually to set up the system. SKIPPA have a representative on School Council	Subcommittee meetings are held prior to Council meetings. Dates and times of both these meeting are published in the newsletter. Everyone is welcome to join a subcommittee or attend School Council meetings as a visitor, according to the procedures in Standing Orders.
Phone calls/ Voicemails	To communicate basic information or to set up further meetings	All	Will be returned within 3 working days. Teachers are unavailable between 8.45 and 3.45 unless pre-arranged. Urgent matters via school office for immediate attention. Response will vary if staff are absent from school.	Will be returned within 3 days of receiving them, if required. Urgent matters will be dealt with immediately. Response will vary if staff are absent from school.		SKIPPA will be notified of any new enrolments during the year, and will get Class Reps to contact each new family to welcome them to the school, via email or phone calls.	
Reports	To communicate academic and personal progress made during a semester and set out learning goals	Principal and Reporting Co-ordinator	In line with DET guidelines. Two Parent /Teacher interviews and two written reports each year using COMPASS. This is currently under review as part of the 2018-2021 School Strategic Plan	In line with DET guidelines. The Annual report to the School community will be presented at the Annual General Meeting of School Council.			
School Newsletter NB. This is the central communication method at SKiPPS and collates all the important information.	Our central and primary means of communication – the newsletter collates all important information and celebrations for the school community and is published fortnightly.	Office Manager and Principal		Along with reports from members of staff and the community, the newsletter contains articles from Friday's assembly. The School Newsletter will be distributed fortnightly during the term. All important school information will be included in the School Newsletter as a matter of course. It is the main method of communication at SKiPPS. It is also available on the	School Council President and other school councillors will write articles when required. Calls for parents/carers interested in being on Subcommittees will be published at the start of a new Council year (March/April). Dates for all Council and subcommittee meetings will be published in the newsletter.	SKIPPA have a section in the fortnightly newsletter to notify of their activities: E.g. banking, sushi, social events	Parents are strongly encouraged to subscribe to and read the newsletter each fortnight as their primary source of information and to stay updated to what is happening at school.

				website and by subscription on the website. Annual Report information will be published in the school newsletter early in Term 1 each year.			
Social Media Including Facebook	A broadcast tool to the wider community. It is primarily for school publicity and general celebrations of achievement.	Principal		Facebook is used as a broadcast tool to the wider community. It is primarily for school publicity, sharing on upcoming whole-community events and general celebrations of achievement.			
Website	To share key school information, policies, upcoming dates, enrolment forms and procedures	Office Manager and Principal		The newsletter, policies and school events are currently up-loaded onto the website on a regular basis. The website is currently under review.	Contact details for all School Councillors will be published on the school website.	Details about SKIPPA are on the website	Check the website for current newsletters and staff contact information.