



## Amberley District School Communication Policy and Guidelines

**The Amberley District School Communication Policy and Guidelines are formed using the Department of Education Communication protocols.**

### Purpose

Effective communication between schools, parents, students and the community forms the foundation for developing and maintaining partnerships. At Amberley District School we believe that parents form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an integral role in the education of your child.

We are committed to responding promptly to your enquiries, concerns, suggestions and positive feedback. Our school uses various modes of communication to families/parents and carers. Please take the time to familiarise yourself with the different modes and their uses.

These guidelines outline the appropriate and effective methods available for parents to communicate with the school.

### Respectful Communication

There is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful. Verbal and/or physical aggression or threats, offensive language and derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated. School staff are not expected to respond to communication that is unacceptable and these will be directed to the principal or regional office.

### Communication Expectations for Parents

- Regular communication from the school via; QParents, Text Messaging service, Newsletter twice per term, Instagram/Facebook for good news stories and for tuckshop updates.
- Academic Student reports sent at the end of each semester via email and QParents.
- Opportunities to meet with the classroom teacher by appointment including parent teacher interviews in Term 1 and 3.
- A class newsletter from your child's teacher in Week 1 and Week 6 of each term updating you with what is happening
- Notifications of any serious single issue (eg injury or illness) or ongoing issues concerning their child.
- Opportunities to provide feedback via surveys
- Parent communications responded to within two working days
- Friday assemblies as scheduled at the commencement of each year.
- Up to date school calendar via QParents
- All permissions and consents emailed out electronically via QParents
- For immediate information for teachers, parents can; leave a note in the student diary, call the office and leave a message to be passed on, speak with the teacher between 8:30-8:45 (for quick messages)

Teachers at Amberley District State School may at times, communicate more frequently through classroom email messages.



When communicating with the school it is important to be mindful that the following expectations are not realistic

- School staff returning calls after work hours (i.e. after 5:00pm) or during school holiday periods.
- Emails to be answered after work hours or during school holiday periods.
- Access to teacher's private phone numbers or email addresses.
- Academic discussion with teachers about your child during class learning time; i.e. after 8:45am and before 3:00pm, unless an interview has been pre-arranged. Please refrain from visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Daily or weekly updates regarding their child's ongoing progress at school (not including a pre-arranged communication schedules)
- Speaking to the teacher disrespectfully or angrily, especially in front of your child, or in front of other students and parents will not be tolerated.

When should you contact your child's teacher?

- When you have child related good news to share.
- Safety issues or changes in behaviours at home.
- If you have concerns with academic or social progress.
- When you can't keep a scheduled appointment.
- When homework has taken more time than expected.

What must be communicated to the school office

- Call the office if there is an emergency on 3280 3111
- Changes in family circumstances.
- Medical issues that change or arise including medication
- If your child has a communicable disease (head lice, chicken pox, etc.).
- When your child is home sick or any planned absences.
- Any issues relating to custody or access.
- Change of address or contact details (can be done via QParents)

When is a face-face meeting appropriate

- Electronic communication, such as an email, is highly convenient and can be used for short, non-urgent and positive forms of communication.
- However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

When should parents contact the Principal or Deputy Principal?

- For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve conflict, other families, or dissatisfaction with any aspect of the school, members of the school leadership team must be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time.