



# Communication Policy

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## **Policy Statement**

At Croydon Hills Primary School, we understand that good communication is a two-way process and needs to be regular, relevant and timely so all concerned staff, students and parents acquire details as required. We recognise and expect that everyone will, in any form of communication, adhere to respectful and polite behaviours at all times.

## **Rationale**

Good communication is central to our community being informed about all that happens in and about our school.

The many different forms of communication at our disposal and used in society encourages everyone to become more involved and fully informed about our school community.

## **Implementation**

Croydon Hills will meet its commitment to engaging in successful communication through providing open and transparent information about all our programs and procedures. This document aims to outline communication responsibilities for our staff, students and our parents to support everyone to become fully informed and to strengthen the home-school partnership.

*Staff will:*

- complete a level term newsletter and have it available on the school website and communicated via Compass by the end of Week 2 in each term
- respond to emails within 48 hours (school days)
- contact their child's parents if they have concerns for the child's welfare, either by email or a phone call
- have notices and information for parents either sent home as a hard copy, or uploaded onto Compass, at least two weeks before a notice is required to be returned
- ensure their team is informed about agenda items from meetings attended as their team representative
- ensure notices are sent to the office so that office staff know what is happening in the school

- ensure two class representatives are sent to the office each day at 3:15pm (as per school announcement) to collect information and notices
- clearly communicate expectations to parent helpers.

*Parents / Guardians will:*

- read Compass news feeds in a timely manner, including the weekly level update relevant to their child/ren.
- login to Compass regularly (minimum once a week) to check for outstanding events or notifications relevant to their child/ren
- provide feedback to the school via the Parent Opinion Survey (where applicable) and the Whole-School Survey.
- read the Thursday whole school newsletter
- support their child/ren to establish routines around daily procedures for their communication satchel / notices / emails or iPads
- sign in to the office when they visit, in line with the school's emergency management procedures
- abide by the [Parent Concerns and Complaints](#) protocols
- become familiar with the school's policies and procedures
- contact their child's classroom teacher, or level team leader, if they have concerns for their child's welfare, either by email or a phone call
- contact their child's classroom teacher, by email or a phone call, to book an appointment time if they need to speak further about any matters regarding their child
- inform school of reasons for their child's absence by logging these in Compass. If Compass is down, parents will need to log these once it is up again.
- adhere to Parent Helper guidelines when supporting learning programs within the school.
- check the School Website for access to policies, forms, or any other relevant information

*Students will:*

- speak with teachers if they are experiencing problems at school
- hand or give notices promptly to their parent, or teacher upon their return
- check emails regularly, and respond to teacher emails promptly (*Senior Students*)
- bring to school their communication satchel / take home books / iPad everyday (whichever relevant)
- speak to a yard duty teacher if they are experiencing difficulties in the yard, if they witness somebody having problems, or notice damage in the yard.

## Related

- [Complaints Policy](#)

## Review Cycle

- Ratified by School Council - September 2020
- Review Date - September 2022