



COMMUNICATION POLICY

PURPOSE

Templestowe Heights Primary School wishes to maintain an environment where parents and carers feel informed and are comfortable contacting the appropriate people at the school when the need arises.

The purpose of communication at Templestowe Heights Primary School is to allow students, teachers, staff, parents, carers and the wider community with the necessary, timely information to make appropriate decisions. Fostering positive relationships and engagement between home and school is also an objective of effective communication at Templestowe Heights Primary School.

Communication takes many forms including face-to-face, electronic, telephone, notices and apps. Whatever the channel, our aim is to ensure communication within our school community is respectful, reasonable, informative and timely.

SCOPE

This policy applies to school staff, parents, carers and contractors in the Templestowe Heights Primary School community.

POLICY

All communication sent and received is:

- Directed to the appropriate person and mode outlined in this document
- Effective, informative and relevant
- Timely, efficient, viable and properly targeted
- Detailed with all the information to allow the recipient to make an informed decision
- Free of discrimination, bullying, harassment or offensive in any way
- Courteous and appropriate for a place of work
- Respectful of confidentiality, community and professional standards and legal obligations
- Acknowledged of receipt within one business day
- Considerate of languages other than English, translation services can be arranged via the school office

RESPONSIBILITIES

Leadership team

- Responsible for managing all school communication (including delegation of communication)
- Required to fulfil their legal responsibilities for forwarding any relevant communication to the Department, School Council or other government body
- Provide communication of school information, news, updates and changes
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School Council (SC)

- SC meeting dates and times are displayed on the school's website and newsletter calendars
- SC communication is limited to SC business
- SC may provide updates on SC business in the THPS newsletter in relation to school direction, its functions to the community, subcommittee updates, progress of the school's strategic goals and priorities and school satisfaction
- Communicate in a responsible manner, as detailed in the school's statement of values for community members.

Administration staff

- The primary channel of communication will be through the school online management system. This includes: excursion permission forms, notices and school newsletter.
- When first aid is administered for an injury to the head, serious injury or condition, or in an emergency situation, school staff will attempt to contact parents/carers or emergency contacts as soon as reasonably practical and record relevant information in the sick bay register
- Where possible provide a minimum of 2 weeks' notice for anything requiring parent permission
- Disseminate the communication within a reasonable time frame dependent on circumstances.
- Communicate in a responsible manner, as detailed in the school's statement of values for staff.

Parents and Friends (P&F)

- Communicate with the school community on community events, projects and fundraising
- Communication is limited to P&F business
- Where possible, the primary mode of communication will be via the school newsletter and email from class representatives
- Communicate in a responsible manner, as detailed in the school's statement of values for parents/guardians.

Teachers, Education Support and Specialist Staff

- Class teachers have a responsibility for communicating student semester reports via the school online management system
- Responsible for communicating to parents/carers any concerns in relation to the social, emotional or academic learning of a student
- Communicating information deemed to be relevant and pertinent to a successful school-home partnership, significant changes to educational programs or events
- Any request or information from a teacher to a parent/guardian will be transmitted via the most appropriate mode of communication.
- Communicate in a responsible manner, as detailed in the school's statement of values for staff.

Parents and Carers

- Responsible for notifying the teacher/office of any child absence as soon as possible, preferably before the school day commences via email, school online management system, notice or telephone
- Speak to the relevant person in relation to their child's welfare (academic, social, emotional, physical)
- Have access to, and commit to regularly review and provide feedback on all communication processes
- Communicate in a responsible manner, as detailed in the school's statement of values for parents/guardians.

MODES OF COMMUNICATION AND PURPOSES

MODE	PURPOSE
Verbal/face-to-face	<ol style="list-style-type: none"> 1. Parent teacher discussions 2. Formal meetings 3. Casual catch ups 4. Phone calls to the office for individual items 5. Parents chatting to parents 6. Urgent communication 7. Serious incidents of negative school behaviour 8. Minor/major medical incidents 9. Code of conduct for volunteers 10. Contractor inductions
Hard Copy (distributed via class teachers to children)	<ol style="list-style-type: none"> 1. High flyer awards 2. NAPLAN results 3. Individual learning plans 4. Minutes from Student Support Group meetings 5. Home learning books 6. Brochures/flyers
Email	<ol style="list-style-type: none"> 1. Parents and Friends/Class rep information 2. Student absences 3. Communication with the teacher where applicable 4. Out of hours sport team information (from Team Managers)
School Online Management System – Whole School	<ol style="list-style-type: none"> 1. Student semester reports 2. Notices (health, permission slips, fees, policies, updates) 3. Newsletter 4. Reminders (i.e. ANZAC day) 5. Summary of events 6. Student absences 7. Weekly communication 8. Booking parent/teacher discussions
Student/Teacher communication platform – Grade 5/6	<ol style="list-style-type: none"> 1. Home Learning 2. Reminders (return home learning, excursions) 3. Communication with teachers 4. Student absences
Website	<ol style="list-style-type: none"> 1. Policies and Strategic Plan 2. Principal and school council functions 3. Information for prospective students, parents and teachers 4. Historic and current newsletters 5. Upcoming events 6. School philosophy and uniqueness 7. Tour information and other news
Noticeboards	<ol style="list-style-type: none"> 1. Annual Implementation Plan

	<ol style="list-style-type: none"> 2. Strategic Plan 3. Whole school event information 4. Celebrations and acknowledgements 5. Work Health Safety 6. Emergency procedures
Assembly	<ol style="list-style-type: none"> 1. Celebrations and acknowledgements 2. Whole school information 3. School community information 4. Guest speakers

FURTHER INFORMATION AND RESOURCES

Please see the following links below to find out more information:

[Attendance policy](#)

[Bullying Prevention policy](#)

[Child Safe Standards](#)

[Class Formation policy](#)

[Complaints policy](#)

[Duty of Care policy](#)

[School Philosophy](#)

[Statement of Values](#)

[Student Leadership policy](#)

[Volunteers policy](#)

REVIEW CYCLE

This policy was last updated on *20 November 2019* and is scheduled for review in *October 2021*.