



Glencoe Central Primary School Communication Policy

Communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Glencoe Central Primary School is committed to using communication processes and techniques that aim to build a positive learning environment and for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens. Parents and caregivers are also asked to ensure they take responsibility in engaging with the processes and practices within this policy.

Professional Communication Practices

When communicating between parents and staff members both parties will:

- Approach discussions in an open, courteous and respectful manner.
- Hear the concerns, seeking clarification where necessary.
- Present their own or the school's point of view in professional and objective terms.
- Seek support from Administration staff if needed.
- Cultural and personal sensitivities are taken into consideration and protocols when communicating with the school community.

Parent Meeting Practices

- At times, discussion may be required about student achievement or behaviour, staff will arrange meetings at a mutually agreed time with parents/caregivers.
- Parent Teacher Interviews, One Plan, and Parent workshops will be arranged as appropriate and notes recorded and distributed to all participants (where required).
- There may be times, despite ongoing communication, where members of the school community are unsure, disagree or believe there is a problem or issue concerning their child. In this case parents are encouraged to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher should be the first point of contact.

Written Communication

- Written communication from the school to the community will be professional, timely and edited to ensure clarity and correct information.
- Written communication from the school should be proof read by another staff member prior to publication.
- Incidents (behaviour, injury, OHS) occurring within the school will be recorded using the appropriate method to ensure follow up and resolution.

Digital Communication

- The school will use a range of digital communication platforms including Email, EMS, SMS, Seesaw, Facebook and the web-site to distribute information.
- Parents/caregivers understand that the Department does not expect teachers/school staff to respond to inquiries outside of business hours (Mon – Fri: 8:00 AM – 5:00 PM), on weekends or during leave/vacation periods. School staff will endeavour to respond to inquiries within a timely manner.
- There may be circumstances where the school will communicate with parents/guardians outside of business hours to communicate important or time sensitive information (i.e., Bushfire communication procedures).
- The school may transition to the use digital platforms such as the Education Management System [EMS] to support the daily operations of the school (i.e. electronic consent forms).

Communication Process and Practices

Whole school formal strategies include:

- School newsletters including current and future events, information and dates: distributed via Seesaw in weeks 1, 3, 6 and 9. The newsletter is also uploaded to the school web-site.
- Notes and Leaflets: for a range of purposes including term planners, canteen menus, special days and event information.
- Glencoe Central Primary School Facebook page: up to date information for parents and the wider community is posted on Facebook regularly including reminders and celebrations of achievement. (In accordance with the Social Media Policy).
- Use of EMS (and its associated platforms) to communicate with parents/caregivers which support daily school operations.
- School website: www.glencoeprimaryschool.sa.edu.au: the Schools Vision, Annual Report, Site Improvement Plan, Programs and Policies are communicated to immediate and wider community.
- School email: dl.1217_info@schools.sa.edu.au is used for communicating essential information with parents and wider community.
- Seesaw App: Class Teachers will keep Parents abreast of classroom specific information and achievements via the Seesaw App – this may range from reminders to the class group or individual communication to families (in accordance to the Social Media Policy).
- Parent/Teacher Interviews: an interview with the class teacher is held at the end of Term 1. Teachers are available for parent/teacher interviews upon request throughout the year.
- One Plan consultation: meetings may be held with parents of students who have documented plans for explanation and review.
- Parent Workshops: workshops are held as needed. For example: Reading, Writing, and Numeracy.
- Information Sessions for Specific Purposes: Information sessions will take place as required for a variety of reasons such as inductions, transitions, camps, graduation, special events.
- Assemblies: held twice a term – usually Week 5 and Week 9.

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