



## **Rationale**

At Kalangadoo Primary School, we believe in building good relationships and having strong partnerships between the school and its community to promote a positive learning environment for students. We are committed to open, honest and timely communication that is both respectful and constructive. To facilitate this, it is important that all members of the school community, students, families and staff, follow certain communication protocols.

## **Whole school communication expectations**

- We will use the newsletter, SeeSaw (to be replaced by FROG) and Facebook as our primary methods of communication for whole school information.
- Emails and Teams messages are also an efficient, effective and preferred mode of communication.
- Teachers and Support Staff will use SeeSaw (to be replaced by FROG) to share learning experiences, work samples and any relevant information/notes/messages relating to a specific class.
- Staff will aim to upload regular posts on SeeSaw (to be replaced by FROG) at a convenient time.

## **Family communication expectations**

### **General**

- In the first instance, families are asked to communicate with the classroom teacher.
- However, if urgent messages during the school day are required, communication via a phone call to the Front Office on 87393080 would be preferred. Staff will ensure the message is passed on to the appropriate person.
- Must provide up to date contact information such as phone number, postal address and email address. If these change, or families would like to check them, please contact the Front Office.
- Communicate absences by 10am via phone, email or SeeSaw (to be replaced by FROG), or in person. Communicating absences is a Department for Education requirement. Teachers will follow up unexplained absences. Families can provide a note for absences on their child's return also.
- Families should be familiar with, and follow, the school grievance procedure.

### **Electronic**

- Communication is to be respectful and constructive
- Goodwill and understanding comes from good communication, be clear and non-confrontational
- Messages containing personal or sensitive information should not be passed on to a third party without permission from the sender, this includes screen shots.
- When sending messages outside of work hours (8am-4pm Mon-Fri), including long weekends, sick leave and holidays.

### **Phone calls and face to face**

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- However, if urgent messages during the school day are required, communication via a phone call to the Front Office on 87393080 would be preferred. Staff will ensure the message is passed on to the appropriate person.

## **Staff communication expectations**

### **General**

- Staff are expected to check emails and Teams daily.
- The whole school calendar must be continually updated.
- Office may be used for the sharing of documents, resources, storage etc.
- A weekly bulletin will be distributed by the leader with relevant meetings, information and dates.

- Please direct all outside enquiries to the email address [dl.0197.info@schools.sa.edu.au](mailto:dl.0197.info@schools.sa.edu.au) or for specific admin matters, to [dl.0197.admin@schools.sa.edu.au](mailto:dl.0197.admin@schools.sa.edu.au)
- Staff should be familiar with, and follow, the DfE and site grievance procedures.

### **Electronic**

- Teachers will communicate classroom concerns, work samples, curriculum overviews and relevant information through SeeSaw (to be replaced by FROG).
- Staff are encouraged to respond to work related messages as they are able to, outside of the working hours of 8am-4pm Monday-Friday. This is excepting absences from work which needs to be communicated any time prior to 7:30am on the day of absence.
- Goodwill and understanding comes from good communication, be clear and non-confrontational
- Any communication with outside service providers or media, requires the principal to be CC'd.
- Any communication regarding finances must have admin CC'd.

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### **Who to communicate with**

<u>Class Teacher</u>	<u>Front Office</u>	<u>Leader</u>
Learning	Payments/ Financial queries	Confidential information
General information	Copies of documents	Issue across classes
Daily absences	Medical needs	Financial queries
Behaviour	Attendance - signing in (late arrival) or out (early leaver)	Unable to contact the class teacher
Excursion/camps	Urgent messages	Unresolved issues
Non-urgent messages	School events	
	Contact details	

Potential Examples – this is not a finite list

Approved by Governing Council