School communication procedure

## Ways our school will communicate with you

Our school has several platforms that we use for communication with our community. Each has a different purpose and use.

*We are focused on becoming as environmentally sustainable as possible, with paper communications only used in consultation with specific family requirements.*

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| Platform | Purpose and use |
| School Bytes | **School Bytes is the main communication platform between home and school.** It is important that all families have access to the School Bytes parent portal and regularly check for important information. School Bytes is used for the following communication:* Dashboard for upcoming school events and reminders
* Weekly what’s on next week communication
* Student attendance
* Student permission for events
* Payments and finance
* Application for leave and travel absences
* School community calendar of events
* Student academic reporting
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| School newsletter | **Our school newsletter is in digital format and will be published twice per term in week 2 and week 7.**The school newsletter is a chance to celebrate school success and shine a spotlight on different school activities. Upcoming events and diary dates are included. The school newsletter is also a chance for the P&C and wider community to communicate with our families.  |
| Academic reports | **The school will provide 2 academic reports per child per school year, at the end of semester 1 and the end of semester 2.** The report will outline a point in time judgement with reference to syllabus learning outcomes in each of the 6 key learning areas. Areas of strength and next steps in learning are provided for English and mathematics.  |
| Parent information sessions | Each year in term 1, parents and carers are invited to meet with their child’s new class teacher and receive information about the class routines etc.  |
| Parent/student/teacher interviews | Formal parent/student/teacher interviews take place each year at the start of term 3 to discuss the Semester 1 report. *This is the only formal interview period, however if parents or teachers are needing to discuss student progress or concerns, interviews can be booked at any time throughout the year. Parents are able to book an appointment by calling or emailing the school office.* |
| Class Dojo | Class Dojo is a class based communication platform. Teachers have the option to share what is happening in their class.  |
| Email | We are currently emailing all School Bytes communications in addition to them being posted on the portal dashboard until School Bytes has developed an app or notification system for messages. Changing preferences for SRE/Ethics or permission to publish need to be sent in writing, via email. |
| Phone calls | Our school will call you as soon as possible for important issues such as if there is an illness or injury. Often our teachers will call parents and carers for communication regarding your child’s academic progress, social needs or wellbeing. This is to ensure we are working in partnership for the best outcomes for your child.  |
| Facebook | The school Facebook page is used for the promotion of school events and achievements. It is not used for reminders and communication of upcoming calendar items.  |
| School website | The school website has general information about the school, which is available to the public. Official school procedure and planning documents are found on our school website, along with a current list of school staff.  |

## Ways for you to communicate with school

Our school has several platforms that you can use to communicate with us. Each has a different purpose and use.

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| Platform | Purpose and use |
| School Bytes | * Respond with a reason for an absence from school. *Please note this is required within 5 days of the absence occurring.*
* Apply for a leave of absence of 5 days or more by filling in the leave/travel form
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| Phone call | * Any communication that needs action within the school day, for example a change to the routine for school pick up.

**Allow 2 school days for a response*** Requesting a call back for a teacher/assistant principal or principal regarding a concern.

*Please see below for the delegation of responsibility for responding to communication or concerns.* |
| Email | **Allow 2 school days for a response*** If you need to raise a concern regarding your child. *Please see below for the delegation of responsibility for responding to communication or concerns.*
* Changing details such as address or phone number.
* Requesting input from the Learning Support Team such as communication with an external service or therapy provider. ***All Learning support team requests and enquiries will take up to 2 weeks to process.*** *They must go through the learning support team before input from the class teacher can occur.*
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| Teacher appointment | * Appointments can be made at any time of year with class teachers to discuss progress or address any concerns. Please call the office to make an appointment and indicate if you feel the need to have the relevant assistant principal in attendance.
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| Class Dojo | **Allow 2 school days for a response.****Teachers will not check class dojo during lesson teaching time.****Teachers are not expected to respond to Class Dojo communication outside of school hours (8:30-3:30pm).*** Clarification around a classwork concept or homework item.
* Sharing information that will help the teacher to cater for your child at school, like a change in family situation.
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## Delegation of responsibility for school communication

To ensure that all communication goes to the right person please observe the following guidelines: