



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.

Platform	Purpose and use
School Bytes	<p>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 download the parent app. Please regularly check for important information. School Bytes is used for the following communication:</p> <ul style="list-style-type: none">• Dashboard for upcoming school events and reminders• 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
School newsletter	<p>Our school newsletter is in digital format and will be published twice per term in week 2 and week 7.</p> <p>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.</p>

CHARLESTOWN



Public

School

	<p>The school newsletter is also a chance for the P&C and wider community to communicate with our families.</p>
Academic reports	<p>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.</p>
Parent information sessions	<p>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.</p>
Parent/student/teacher interviews	<p>Formal parent/student/teacher interviews take place each year at the start of term 3 to discuss the Semester 1 report. <i>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.</i></p>
Phone calls	<p>Our school will call you as soon as possible for important issues such as if there is an illness or injury.</p> <p>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.</p>
Facebook	<p>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.</p>

CHARLESTOWN



Public

School

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.



CHARLESTOWN



Public

School

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.

Platform	Purpose and use
School Bytes	<ul style="list-style-type: none">Respond with a reason for an absence from school. <i>Please note this is required within 5 days of the absence occurring.</i>Send a school staff contact request via the form in the School Bytes app. Please ensure you follow the delegation of responsibility (below). Allow 2 school days for a response.Apply for a leave of absence of 5 days or more by filling in the leave/travel form.Change your contact details via the form in the School Bytes app.
Phone call	<ul style="list-style-type: none">Any communication that needs action within the school day, for example a change to the routine for school pick up. <p>Allow 2 school days for a response</p> <ul style="list-style-type: none">Requesting a call back for a teacher/assistant principal or principal regarding a concern. <i>Please see below for the delegation of responsibility for responding to communication or concerns.</i>
Email	<p>Allow 2 school days for a response</p> <ul style="list-style-type: none">If you need to raise a concern regarding your child. <i>Please see below for the delegation of responsibility for responding to communication or concerns.</i>

CHARLESTOWN



Public

School

	<ul style="list-style-type: none">• 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. <i>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.</i>
Teacher appointment	<ul style="list-style-type: none">• Appointments can be made at any time of year with class teachers to discuss progress or address any concerns. Please call the office or fill in the staff contact form on the School Bytes app to make an appointment and indicate if you feel the need to have the relevant assistant principal in attendance.



Delegation of responsibility for school communication

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

