

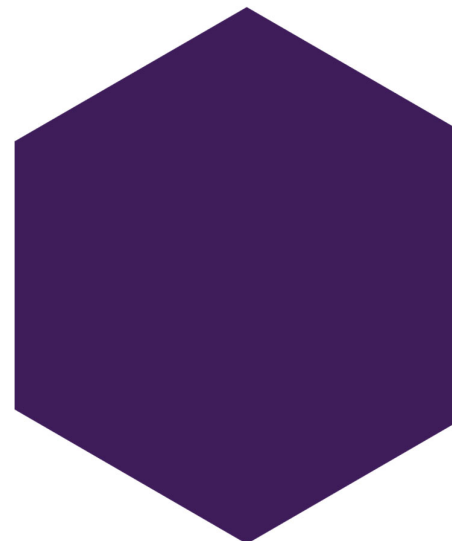
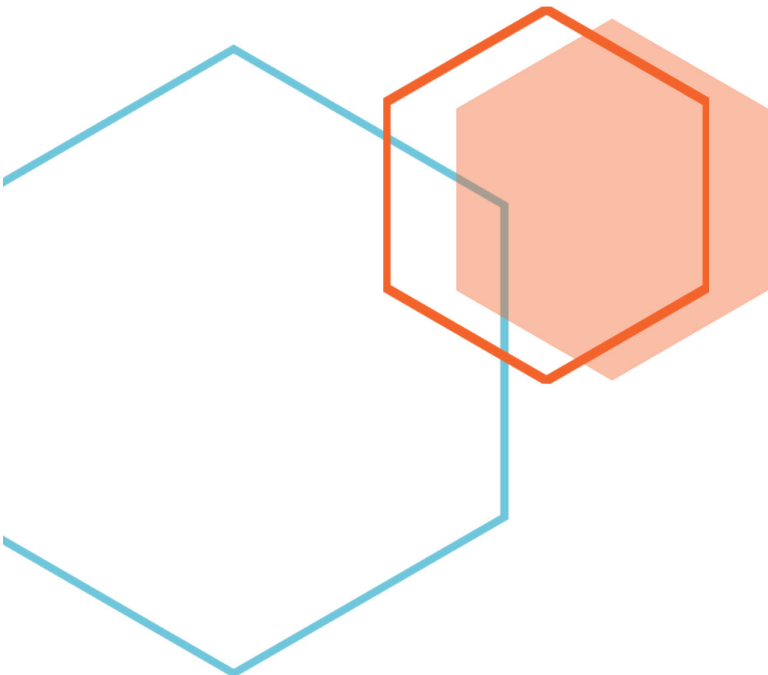


Communication Procedure & Protocol



Charlestown Public School

This document captures the protocols and intentions that support enhanced communication between Charlestown Public School and our community.



Synopsis

This document outlines the key mediums of communication, their intended audience and purpose.

Document History

Version	Author	Date
1.0	Jayne Thompson, Principal, and Steve Harris, Director, Educational Leadership.	23/6/2020

Consultation

The proposed Procedure and Protocol document was provided to the following stakeholders for consultation:

Who	Description	Date
SRC	Procedure and Protocol presented and explained at June School Leaders meeting.	24/6/2020
Staff	Procedure and Protocol presented and explained at Staff meeting.	25/6/2020
P&C	Procedure and Protocol presented and explained at August P&C meeting.	18/8/2020

Staff Professional Learning Requirements

Teaching, SASS and Support staff require annual professional learning

AUDIENCE:

- ✓ Students
- ✓ Staff
- ✓ Parents and Carers
- ✓ Community

EMAIL:

charlestow-p.school@det.nsw.edu.au

REVIEW DATE

To ensure that protocols and procedures are current and to ensure continuous improvements This document is due for review on or before 23/6/2022.

ENDORSEMENT

This Procedure and Protocol document supersedes any previous documents and is effective from 23/7/2020

Endorsed by:

Jayne Thompson
Principal

Charlestown Public School

School Website

<https://charlestow-p.schools.nsw.gov.au/>

Audience: Broader community, School Families and prospective families.

Purpose: The school website is a hub for the following types of information:

- School information that remains relatively unchanged
- Information for prospective families
- Information from the NSW Department of Education
- School procedures and protocols that address departmental policies
- Links to other related websites
- School Newsletters
- Annual Report
- School Promotional Video
- Overview of class activities by term
- Gallery of events

School Newsletter

Frequency: The newsletter is published weekly and released on Wednesday.

Audience: The newsletter is written to communicate with parents and carers.

Purpose: To communicate the following types of information:

- Details around upcoming events
- Report on recent events that have been held
- Provide information on Key Learning Areas and school programs
- Provide information on student wellbeing
- P&C communication
- Canteen and Uniform Shop information
- Community advertising

Distribution: Via Skoolbag app, website, facebook, whiteboard display and a small number of hard copies in the office

Skoolbag App

Audience: Parents, carers, staff

Purpose:

- Additional mode for alerts when required
- As a platform for community messaging
- Details around upcoming events
- Distribute notes
- Report absences

SMS

Audience: Parents and carers

Purpose:

- Advising parents of absences from school during a day

Schoolbytes

Audience: Parents and carers

Purpose:

- Invoices for Finances to be paid
- Payments for parents

Facebook

Audience: Facebook is aimed at the wider community, parents and carers.

Purpose:

- Celebrate and share positive student and school achievements
- As a platform for community comment and interaction
- Further enhance the public reputation of Charlestown Public School
- Sharing of Department of Education communications
- Additional mode to provide alerts when required.

Class Dojo

Audience: Parents, students and staff

Purpose:

- Two way communication with teachers/parents
- Sharing student work
- Supporting student education through teaching videos, explanations and prompts
- NOT to be used for absences

School Sign

Audience: Wider school community, parents, staff, students

Purpose:

- Celebrate and share positive student and school achievements
- Further enhance the public reputation of Charlestown Public School
- Sharing of Department of Education communications
- Sharing a message of support or learning ie Feedback or Gratitude

Principal Report to P&C

Audience: Parents, carers, Staff

Purpose:

- Inform the school community about recent celebrations, news, Finance, assets, staffing
- Decision making ventures with the school community

Letters to Parents

Audience: Parents

Purpose:

- Celebrate student achievement
- Comment/respond to a formal issue
- Attendance issues that require formal responses

Email

Audience: Staff

Purpose:

- Staff information re professional learning or other important matters
- Celebrations and congratulations
- Weekly newsletters
- Reminders
- Accreditation
- School email acc not used by all staff, only SAM, SAO and Principal

Processes in place to send home a letter/note

Audience: Staff

- Existing letters/notes are kept from one year to the next to make changes.
- Teacher to check with office staff if a letter/note exists
 - If yes, it is printed out, teacher makes changes to hard copy and office staff amend electronic copy.
 - If no, Teacher to draft new letter/note, office staff to add letterhead etc
- Notes/Letters are saved in correct folder on T Drive under the Office folder
- Principal to proof read and approve
- Note/Letter is copied by office staff to be sent home the following Wednesday

Excursion and Permission Notes

See separate Excursion Processes.

What's the most effective way of communicating to parents?

Parent teacher interviews

Scheduling a meeting with teacher/Principal

School Reports

Link to Community Charter

Skoolbag

Facebook

Class Dojo

Phone calls

Teachers are not to give their email address to parents or members of the community.