

GROVELY STATE SCHOOL

Communication Policy

2024 - 25



COMMUNICATION POLICY

Purpose & Approach



At Grovely State School, this Communications Policy aims to create clear and consistent expectations for how we engage with parents, caregivers, and the wider community to support student learning and wellbeing. This document provides a framework for effective and respectful communication between parents, carers, and school staff, fostering positive partnerships that contribute to a strong and supportive school environment.

Purpose

- To establish consistent expectations for how the school communicates with parents and caregivers to support student learning and wellbeing.
- To provide our parents and carers with an appropriate framework to communicate with school staff.
- To foster learning partnerships and connections between students, staff, parents and carers and the wider community, ensuring that all members of our school community use practices and language that promotes clear, sensitive, inclusive and respectful interactions. In adhering to these principles, we aim to strengthen the goodwill and the positive partnerships between parents and the school.
- Ensure appropriate practices are in place to promote the wellbeing of staff and students
- Provide all key stakeholders with an understanding of our communication strategies and procedures

Communication Approach

- At Grovely State School we strive for a safe, supportive and respectful environment. We promote that the whole community treats all people with dignity, courtesy, honesty, fairness and respect at all times.
- To reflect the need at Grovely State School for effective external communications, a mix of communication tools are used as listed below.

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Tools & Procedures

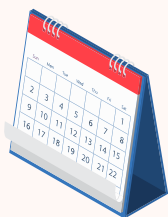


Electronic Newsletters



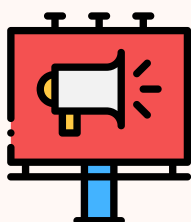
- Newsletters are our primary means of informing the school community about what is happening in the school.
- Sent out to parents nominated email addresses every fortnight.
- The newsletter archive can be found here: <https://grovelyss.eq.edu.au/calendar-and-news/newsletters>

School Calendar



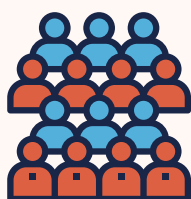
- The School Calendar highlights key activities throughout the year.
- The school calendar can be found on our website: <https://grovelyss.eq.edu.au/calendar-and-news/events-calendar>

Digital Noticeboard



- This digital sign is located along the school fence line on Dawson Parade.
- Major events and key dates will be advertised to inform the school and wider community.

School Assembly



- School assemblies are held in GPAC.
- We share reminders about upcoming events and occasions, celebrate things that have occurred and re-iterate our values and school culture.
- Numerous special assemblies occur throughout the year for various celebrations.

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Class Newsletters



- A term overview will be sent out in the first weeks of the school term by classroom teachers.
- The newsletter provides parents with information specific to the year level/class, including:
 - Term curriculum coverage
 - Key dates for incursions/excursions/events
 - Specialist timetables
- Class teachers will also communicate additional reminders and messages with whole school or cohort information

Text Messaging Service



- GSS utilises an automated text message service to notify parents and carers of unexplained student absences. These messages are sent by 10am to any parent or carer who have not contacted the school regarding their child's absence.
- Parents and carers can respond to the issued message service to explain their child's absence.
- GSS may utilise the service in regard to other urgent matters, such as school closure due to extreme weather events.

Website



- www.grovelyss.eq.edu.au
- Contains access to information relating to policies, facilities, programs and projects.
- Contains relevant contact information and links to other resources and communication tools.

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Facebook



- Our school Facebook page is used to promote the school and associated events, communicate achievements and communicate general information and reminders.
- Please remember that our Facebook page is to be used for the right reasons – please be respectful, kind and supportive.
- The GSS Facebook page is a public page and not an appropriate space for a discussion forum. If you have a question or feedback, please contact your teacher or the office.

Email



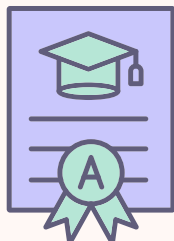
- We encourage email contact between parents and teachers. Given that teachers are undertaking their teaching and learning duties throughout the majority of their working day, it is not always possible for them to respond quickly to an email request from a parent. Please allow a 72-hour turnaround for responses to emails during the working week. When more time is required to prepare a full response, teachers will send a reply acknowledging the receipt of the email and indicate a likely timeframe for full response. Naturally, if a teacher is away for any reason (sick leave etc.) then please allow for this when expecting a response.
- If the matter is urgent, please make contact with the school office and leave a message for the teacher concerned.
- Ensure you keep your email address current with administration.
- Expectations of staff and parents and carers are set out at the end of this Communication Framework.

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Formal Written Reporting



- At the end of each semester, a written report is sent home to the parents/carers of each student which is a mandatory requirement by Education Queensland.

Parent-Teacher-Student Meetings



- These are held in Term 1 and Term 3 in GPAC.
- Teachers meet with parents/carers and the student.
- These meetings allow for three-way flow of information and is an opportunity to discuss progress and set goals.

Meetings with Parents & Carers



- Parents or teachers may request a meeting regarding student's progress or other such issues at any time throughout the year.
- Appointments need to be scheduled with the class teacher for this to occur so teachers can fit these amongst their other duties before and after school.

Parent Seminars



- From time to time we will offer the opportunity for parents to come along and learn about new programs or teaching and learning methods.

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Communication with Medical Professionals



- At times, there may be a need for communication between school staff and health care professionals. Specific parent consent is required for this, with a form required for completion prior to any communication occurring. The class teacher and Inclusion staff can provide this form. Communication can only occur after this form has been completed and returned.
- Two weeks' notice is required for the completion of questionnaires, psychometric assessments or the preparation of letters to provide information for health care professionals.

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Email Communication



When communicating via email, staff and parents are expected to adhere to email etiquette, including:

- Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or by phone.
- Emails should always be respectful and constructive. If the email relates to a concern or problem, it ought to be focussed on understanding the problem and finding a solution.
- Avoid sending negative or confrontational emails. Email is not to be used to vent.
- Never write about or seek personal information regarding third parties (staff, students or parents). Emails containing personal or sensitive information should not be passed on to a third party without permission of the sender.
- The tone or intent of emails can be easily misunderstood, especially where humour or sarcasm is involved. Be conscious of this.
- Staff and parents are not expected to respond to emails that are contentious. A face-to-face meeting should be arranged in this circumstance.
- Make sure the purpose of your email is clear, for example, do you require specific action or is the email for information only?
- Staff and parents must be careful not to disclose the email addresses of others without permission to do so. Using BCC is required for group emails.

Expectations of Parents

- Remember to respect staff personal time. Parents should not send emails outside of work hours and expect an immediate response.
- Please only send non-vital messages by this communication mode. For example, do not use email to inform a teacher that your child is not to go home on the bus this afternoon, as the teacher may not see your email until late in the day.
- Where there are multiple emails being received by a teacher from a parent/carer within a few days/week, a member of the leadership team will support the class teacher and parent/carer to have a face to face meeting to discuss concerns.
- It is the responsibility of parents or carers to provide the school with up-to-date contact information including telephone number and email address.