



ACT
Government



Theodore
Primary School

COMMUNICATION POLICY

THEODORE PRIMARY SCHOOL

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

CONTACTING THE SCHOOL

Communication by email or Seesaw is the preferred method:

Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

TELEPHONE

Please use the main reception number to leave a message for a teacher to contact you:

- > Reception staff will relay messages to teachers as soon as possible.
- > If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- > We will try to respond to you within three working days, if not sooner.
- > Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Please use staff email addresses if you need to contact staff directly:

- > Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- > We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

MEETINGS

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- > In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 1. Classroom Teacher (if query is relevant to a specific subject)
 2. Executive Teacher (if query is relevant to a specific subject)

3. Deputy Principal
4. Principal

- > Meetings should always be pre-arranged with members of staff.
- > If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- > For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

Our preferred method of contacting you is via email or phone call.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including learning plans, newsletters, semester reports, parent-teacher interviews and learning journeys.

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. This information can also be found on the school website. You can find these by searching Theodore Primary School on Facebook.

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing info@theops.act.edu.au and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

CONTACT INFORMATION

School Reception	Ph: (02) 6142 3100 info@theops@ed.act.edu.au
School Website	https://www.theops.act.edu.au/home
ACT Education Website	www.education.act.gov.au
Feedback and Complaints	Ph: 6205 5429 www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries

FORMS OF COMMUNICATION AT THEODORE PS

COMMUNICATION TYPE	PURPOSE	FREQUENCY
Parent Portal	To provide families with the opportunity to connect with school for the purpose of editing personal details, explaining absences and paying for excursions.	As required.
Seesaw	To share individual student and class learning with families in order to strengthen home-school partnerships.	Weekly and as required.
Newsletter	To celebrate student achievements, share learning that is occurring across the school and communicate school priorities with families.	Fortnightly – odd weeks on Fridays.
Facebook	Provide families and the wider community with up-to-date information of what's happening at the school, providing reminders of upcoming events and providing a visual celebration of learning.	At least weekly and as required to remind families of upcoming events.
Calendar	To notify families of upcoming events at the school.	At the end of beginning of term (week 1) to highlight the term's events.
Assemblies	To entertain and celebrate learning and student achievement	Fortnightly- even weeks.
Emails	Information that is not otherwise included in the newsletter e.g. notes home about excursions, reminders of upcoming events, notifications regarding the school.	As required.
Term overviews	Information about the term's learning for families.	End of week 2 each term.
Semester Reports	Communication of student learning in the semester, including personal growth and achievement, areas of strength, opportunities for further development and strategies to aid improvement.	Week 10 of terms 2 and 4.
Interviews /goal setting	Discussion about student achievement and goal setting between teachers, students and parents.	Early term 1 and 3.
Information Evenings e.g. On the Same Page, enrolment information for preschool and kinder, Slicing and Dicing	Information for families, building positive community connections and developing a shared understanding of school priorities.	Every term as required.