

**Our school's vision and values underpin our Communication Policy and Guidelines to promote collaborative relationships and positive engagement with our school community.**

## **Rationale**

Effective communication, negotiation and collaboration supports the overall efficiency of the school, improves learning opportunities for students and assists in developing mutually respectful relationships between the school, the student and parents/carers at home. Thorndon Park Primary School and the Principal provide regular communication to engage and inform our community as partners in the education of our students. Leadership liaises with the Department for Education, Education Director and LET team, Campbelltown City Council, Campbell Partnership sites and professional networks.

**Newsletters** are published every 3 weeks, starting from Week 1 of each term and are available via Thorndon Park Primary School's webpage <https://thornpkps.sa.edu.au/> The newsletter is the school's main form of general communication. It contains a comment from the Principal and the leadership team addressing the current news in the school, as well as information from stakeholders in the school to advertise upcoming meetings and events. Student learning from classes and specialist lessons is shared. Community news and activities are advertised. An email alert is sent to families and staff to announce the newsletter is available for viewing.

**School Website** <https://thornpkps.sa.edu.au/> is a window into school life and a snapshot of the current staff, teaching and learning programs and activities. It is a record of successes and achievements that identifies what our school offers to new and existing students and their families. Our website provides a range of school information: our staff members; Context Statement; Site Improvement Plan; Annual Report; External Review; Policies and Procedures; Teaching and Learning programs; Pastoral Care and Wellbeing Information; Parent Handbook; Volunteering; Governing Council, Sub-committees and Working parties; Out of Hours School Care (OSHC) and Vacation Care information; Payment options; and Listening to Children Read tips for parents.

**School Assemblies** (live or virtual) are hosted by Student Leaders or classes every 3 weeks (commencing from week 2 of each term) and are held in the Bradman Gym or accessed via our school website. Staff and students showcase their teaching and learning, celebrate Special Days, tally House Points and acknowledge students with a range of Awards for their efforts and achievements. The dates of our School Assembly can be accessed from our school calendar. An email alert is sent to families and staff to announce that a Virtual Assembly is ready for viewing.

**Facebook** <https://www.facebook.com/ThorndonParkPrimarySchoolEvents/> our social networking page raises awareness of TPPS community events, fundraising and school events and provides reminders and information for our school community.

**School Seesaw app** Reception to year 7 classroom teachers invite parents to sign up to Seesaw on their mobile device in order to communicate and share student learning on a weekly basis. When there are new posts in their child/ren's journal, parents are able to add likes.

**Attendance - SENTRAL** Parents are alerted by an SMS message when a student is absent from school with no explanation. Parents are to notify the Front Office: 83372050 or [dl.1154.info@schools.sa.edu.au](mailto:dl.1154.info@schools.sa.edu.au)

**Enrolment** – Parents and Carers fill out a Registration of Interest Form to apply for enrolment at our site. Successful applicants complete an Enrolment Form with current contact and medical details as well as a Family Tree form to identify the cultural and linguistic backgrounds of our students.

**OSHC Bookings and Communication** related to the management of Before, After School and Vacation Programs and payments need to be directed to: Director: Stefania Cinaglia: 0421 618 856

Email: [stefania.cinaglia105@schools.sa.edu.au](mailto:stefania.cinaglia105@schools.sa.edu.au)

**Payments** for School Fees and Excursions can be made via Qkr!, BPoint online through the school website or at the Front Office. Lunch orders are made through Qkr!. Please contact the Finance Officer for any queries [Robina.Coventry67@schools.sa.edu.au](mailto:Robina.Coventry67@schools.sa.edu.au)

**School email** - [dl.1154.info@schools.sa.edu.au](mailto:dl.1154.info@schools.sa.edu.au)

When using email please direct the enquiry to the most relevant person and state clearly and concisely the issue or question. Emails coming through the Front Office will be forwarded to relevant staff at the earliest convenience as teachers are not always online due to teaching, meetings and yard duty responsibilities and may take up to two working days for a response. Staff members will share their email address to facilitate direct communication with parents and carers. If you have not received a response after two working days please phone the Front Office and request that the relevant person contact them by phone.

**School phone** - **08 3372050**

TPPS encourages parents/carers and staff to use phone calls to communicate personal concerns and issues that cannot be discussed via email or to arrange a meeting time with a member of Leadership and staff. It is important that conversations between all parties are respectful and courteous. Phone messages are useful for urgent messages that need to be relayed to students and teachers and student absences. Staff may not always be able to return phone calls during the normal school day and may take up to 2 days to return the call.

**Complaints and Grievance Procedures**

Make a time to contact the person concerned to discuss the matter privately in a respectful conversation without accusation and blame to enable points of view to be discussed and resolutions made.

**Teachers including specialist and class teachers communicate to parents/carers:**

Curriculum content by Term Overviews; Class and Program Information at Acquaintance Night; 3 way Interview Conferences (online Webex) in Terms 1 and 3; Written Mid-year Progress Report at end of Semester 1 and an End of Year Report; Student Learning Expos are held throughout the year.

**Communication between staff** is facilitated through staff meetings, Professional Learning Communities, emails, Staff Induction Handbook; Microsoft Teams and liaising with pre-schools and High Schools

**Students communicate** through class meetings, Diaries, Homework Books, Circle time, Student Leadership sessions

**COVID-19 Response Plan** - Updated contact details and information is required for emergency situations.

Refer to TPPS related documents:

Complaints and Grievance Procedures

Community Code of Conduct

Harassment and Anti Bullying Policy

Reporting Student Progress and Achievement

Parent and Staff Handbooks

Digital Technologies Student Use Agreement



**Government of South Australia**  
Department for Education

Reviewed September 2020