

Our school's vision and values underpin our Communication Policy and Guidelines to promote collaborative relationships and positive engagement with our school community. It is important that communication between all parties is respectful and courteous at all times.

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.

Audiri (previously SkoolBag) is an App that is our main form of communication. News, reminders, important dates, attachments and weblinks are sent via Audiri. Forms for attendance, and extracurricular activities can also be accessed.

Seesaw (Reception – Year 6) is an App that is a means of communication between the classroom and home. Teachers invite parents to sign up to Seesaw on their mobile device in order to communicate with the classroom's teachers. Students and staff are able to share student learning on a regular basis. Please refer to the TPPS Seesaw Guidelines for more information.

Google Classroom (Year 3-6) is a platform for students and families to access classroom learning. With Google Classroom, teachers can distribute and collect assignments, give personalised feedback and grades, and see students' work in one place. Schools use Google Classroom to make teaching more productive and meaningful by streamlining assignments, boosting collaboration, and fostering communication.

Newsletters are published every 3 weeks. An Audiri post is sent to families and staff containing a link to the newsletter. Which is available on Thorndon Park Primary School's webpage. The newsletter 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. <https://thornpkps.sa.edu.au/newsletters/>

The **School Website** 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. <https://thornpkps.sa.edu.au/>

School Assemblies are hosted by Student Leaders or classes every 3 weeks and are held in the Bradman Gym. Students showcase their learning, celebrate Special Days, and acknowledge students with a range of awards for their efforts and achievements. The dates of our school assemblies are published in our school newsletter.

Our **Facebook** page promotes TPPS school & community events and provides reminders and information for our school community. <https://www.facebook.com/ThorndonParkPrimarySchoolEvents/>

Attendance - Parents are to notify the Front Office: 83372050 or via the Audiri form. Parents are alerted by a text message when a student is absent from school with no explanation.

OSHC bookings and communication related to payments or the management of before school, afterschool and/or vacation care programs can be made via the Xplor Home App, contacting the service on 0421 618 856 and speaking with an educator or emailing the director at tppsoshc.oshc53@schools.sa.edu.au

Qkr! is an App that provides information and is used for payments for school fees, school lunches, special lunches and excursions. Please contact the Finance Officer for any queries Robina.Coventry67@schools.sa.edu.au

When using the **school 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 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. dl.1154.info@schools.sa.edu.au

School phone - Phone calls are useful for student absences and urgent messages that need to be relayed to students and staff. **08 8337 2050**

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

Curriculum content by Term Overviews; class and program information at Acquaintance Night; School Interview in Terms 1 and 3 (optional); written Mid-year Progress Report at end of semester 1 and an End of Year Report.

Communication between staff is facilitated through staff meetings, Professional Learning Teams, emails, Staff Induction Handbook; Google Drive and liaising with pre-schools and high schools

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.

Guidelines for staff

- Staff must be respectful and courteous in their interactions with other staff, parents and carers, both in person and via electronic communication.
- Staff will check emails and messages each day between 8.00 am and 5.00 pm and will reply within two working days. With wellbeing in mind, staff are encouraged to respond to work-related communication at a reasonable time. There is no expectation to respond after 5:00 pm or on weekends.
- Initial discussions about academic progress, issues, or concerns should be addressed either face to face or over the phone. Email updates may be appropriate in some circumstances.

- Staff will be respectful and constructive in all communication, following the guidelines in the code of conduct. Staff should not respond to offensive or abusive emails; it should be forwarded to the principal and line manager.

Guidelines for Parents and carers

- Parents must be respectful and courteous in their interactions with staff, both in person and via electronic communication.
- When urgent communication is required throughout the day, or there is a change to the expected after school routine, please communicate this via a phone call to the front office (8337 2050) and they will pass on the message to the appropriate staff member. Teachers may not have an opportunity to check SeeSaw messages or email during school hours due to teaching commitments, meetings and yard duty.
- Parents wishing to discuss a matter related to their child's academic progress or wellbeing should make an appointment to speak with the appropriate staff member at a mutually convenient time. Staff often have school commitments and preparation meetings at the beginning and end of the day and may be unable to meet without prior notice.
- To allow for appropriate record keeping and follow-up, email should be used to alert teachers about a concern or a sensitive matter rather than SeeSaw message. Parents should be aware that staff will endeavour to check emails between 8:00 am - 5:00 pm, when not otherwise engaged with school commitments, and are not expected to check outside of these hours. Please allow two working days to receive a response.
- If parents wish to raise a grievance, they should make time to contact the person concerned to discuss the matter privately. The conversation should be respectful and constructive, with a focus on understanding the problem and finding a solution.
- Messages containing personal or sensitive information, including photos and screenshots, should not be passed on to any other person without permission from the sender.
- Parents must provide up-to-date contact information such as email address, phone, and postal address. When personal details have changed, please contact the Front Office staff.

Refer to TPPS related documents:

TPPS Seesaw Guidelines

TPPS Complaints and Grievance Procedures

TPPS Community Code of Conduct

TPPS Harassment and Anti Bullying Policy

TPPS Parent and Staff Handbooks

TPPS Digital Technologies Student Use Agreement

Communication and review

Policy is available on the school website

Reviewed June 2023

Governing Council approved on 20.6.2023

Next review June 2024



Government of South Australia

Department for Education