

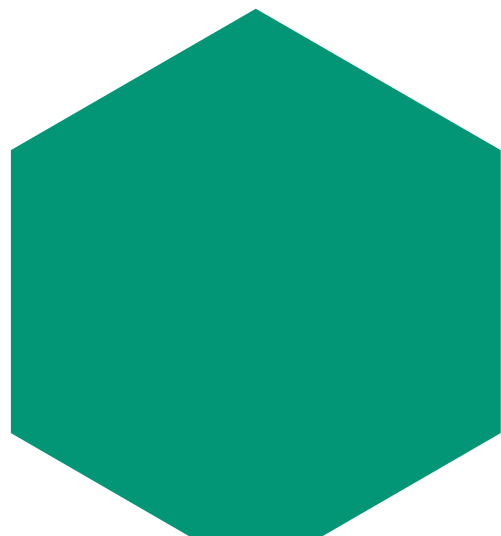


Communication Procedure & Protocol



Belair Public School

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



Synopsis

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

Objectives

To develop channels and approaches for effective and responsive two - way communication, including:

- A planned and sustainable approach to communication with the school community
- Effective and timely distribution of information that is responsive to the needs of the community
- Positive school promotion
- Improved relationships with community
- Promotion of initiatives across the school that support the achievement of key strategic directions as per School Plan

Consultation

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

Who	Description	Date
Staff	Procedure and Protocol presented and explained at Staff Communication meeting.	2022
P&C	Procedure and Protocol presented and explained at February P&C meeting.	Consultation survey 2022. Final document presented 2023
Community	Document emailed to all school families at the beginning of the year and a link in newsletter. Also available on website.	Consultation survey 2022. Final document presented 2023

Staff Professional Learning Requirements

Teaching, SASS and Support staff require annual professional learning

AUDIENCE:

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

REVIEW DATE

To ensure that protocols and procedures are current and to ensure continuous improvements This document is due for review annually. Reviewed 26 March 24

ENDORSEMENT

This Procedure and Protocol document supersedes any previous documents and is effective from Term 1 2023.

**Endorsed by: Kathie Colley
Principal Belair School**

COMMUNICATION PROCEDURE & PROTOCOL - PARENT OVERVIEW

Communication regarding your child's learning and wellbeing commences with the classroom teacher and, depending on the nature of the communication, may involve the next level of support from specialist teachers/counsellors, Assistant Principal or Principal.

<p>Email</p> <p>Purpose: Sharing of information, including:</p> <ul style="list-style-type: none"> • Communication for various student groups • Financial invoices • School Newsletter • Parent / teacher communication <p>Protocol: Staff will endeavour to respond to parent email enquiries within 48 hours (on school days and during business hours)</p> <ul style="list-style-type: none"> • Parents are requested when emailing outside the hours of 8.00am and 5:00pm, to address the email to the school account rather than the teacher's personal departmental account. These emails will be forwarded to staff each morning. 	<p>School Newsletter</p> <p>Frequency: Published weekly - Tuesday afternoon. Sent to parents via email and published on the Sentral Parent Portal and School Website.</p> <p>Purpose: To share the following types of information:</p> <ul style="list-style-type: none"> • Principal's report • Upcoming events • Attendance trends • Stage learning reports • Report on recent events • Sharing of Department of Education communications • P&C communication • Canteen and Uniform Shop information • Non-profit organisation flyers
<p>Sentral Parent Portal</p> <p>Purpose: To distribute the following types of information:</p> <ul style="list-style-type: none"> • Alerts, reminders and updates • Calendar of Events • Weekly newsletter • Student Reports • Attendance information • Absences communication 	<p>Facebook</p> <p>Purpose:</p> <ul style="list-style-type: none"> • Celebrate and share positive student and school achievements • As a platform for community engagement • Promote the public reputation of Belair PS • Sharing of Department of Education communications • Additional mode to provide alert if required <p>Protocol: Refer to Belair FB Rules of Engagement</p>
<p>Meetings</p> <p>Purpose: To discuss/deliver specific information, incl:</p> <ul style="list-style-type: none"> • Principal report at P&C Meetings • Class information session early Term 1 • Parent/teacher goal setting late Term 1 • Planning eg Learning Support Team, PLP, IEP, OOHC, Transition (as appropriate) • Parent request when required 	<p>School Website</p> <p>https://belair-p.schools.nsw.gov.au/</p> <p>Purpose: The school website is a hub for the following types of information:</p> <ul style="list-style-type: none"> • Information from the NSW Department of Education • School procedures and protocols that address departmental policies • Links to other related websites • School Newsletters • Annual School report • School Plan • Information for prospective families
<p>Belair Learning Hub (activated when required)</p> <p>Purpose: To inform parents of specific information regarding:</p> <ul style="list-style-type: none"> • Learning from Home • Links to educational websites 	<p>Phone Calls</p> <p>Purpose: School to utilise for matters incl:</p> <ul style="list-style-type: none"> • Accident or injury • Absence • Variations to routines for specific students • Wellbeing

WRITTEN FORMS OF COMMUNICATION

School Website <https://belair-p.schools.nsw.gov.au/>

Frequency: As required.

Audience: Broader community 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 School report
- School Plan

School Newsletter

Frequency: The newsletter is published weekly on Tuesday afternoon. It is sent to parents via email and on the Sentral Parent Portal and School Website for archive reference.

Audience: Parents and carers.

Purpose: To communicate the following types of information:

- Principal's report
- Details around upcoming events
- Attendance trends
- Values focus
- Stage learning reports
- Report on recent events that have been held
- Sharing of Department of Education communications, including health
- P&C communication
- Canteen and Uniform Shop information
- Community advertising for non-profit organisations

Procedure:

- ➡ Newsletter items to be emailed to SASS by 10am Tuesday in PDF and word formats after approval by Exec Team Leader
- ➡ Proof-reading by Principal or delegate by 1pm
- ➡ Newsletter distributed by SASS from 2pm Tuesday

Sentral Parent Portal

Audience: Parents and carers

Purpose: To distribute the following types of information:

- Alerts, reminders and updates
- Calendar of Events
- Weekly newsletter
- Attendance information
- Absences communication
- Publish student progress reports

Facebook

Frequency: As required.

Audience: Parents and carers.

Purpose:

- Celebrate and share positive student and school achievements
- As a platform for community engagement
- Promote the public reputation of Belair Public School
- Sharing of Department of Education communications
- Additional mode to provide alert when required
- Non-school based extra-curricular opportunities with outside agencies

Belair Learning Hub (activated when required)

Frequency: As required

Audience: Parents and carers, students

Purpose: To inform parents of specific information regarding:

- Learning from Home
- Links to educational websites

Email

There are 3 email avenues that the school may communicate via email:

- belair-p.school@det.nsw.edu.au
- <https://belair-p.sentral.com.au/portal2/#!/login>
- teacher personal Departmental email (provided at teacher's discretion)

Frequency: As required

Audience: Parents and carers

Purpose: An avenue of communication between school and parents regarding:

- Communication for various student groups including Stage/class groups, extracurricular groups, whole school formal letters
- Financial invoices
- Parent / teacher communication

Protocols:

Staff will endeavour to respond to parent email enquiries within 48 hours (on school days and during business hours)

Parents are requested when communicating via email outside the hours of 8.00am and 5.00pm, to address the email to the school account rather than the teacher's personal departmental account. These emails will be directed to staff each morning.

ORAL FORMS OF COMMUNICATION

Principal Report to P&C

Frequency: Monthly. Third Wednesday of the month, except in school holidays.

Audience: Parents and carers

Purpose: To share information, including:

- School directions and plans
- Teacher professional learning
- School events
- P&C Funding – plans, resourcing, progress
- Departmental communications (health protocols, etc)
- General Business

Parent/Teacher meetings

Frequency: As required.

Audience: Parents and carers with class teacher/specialist teacher/school executive

Purpose: To discuss/deliver specific information formally or informally:

- Class information session early Term 1
- Parent/teacher goal setting late Term 1
- Specialised Meetings, eg. Learning Support Team, PLP (Personalised Learning Plans for Aboriginal and Torres Strait Islander students), IEP (Individualised Educational Plan sharing for specific students), OOHC (Out of Home Care students), Attendance support meetings
- Additional meetings on request with class teachers, AP, Principal as required via appointment

Phone Calls

Frequency: As required.

Audience: Parents and carers

Purpose: School to utilise phone communication if this is considered the most appropriate method of managing an emerging matter, including:

- Accident or injury
- Absence
- Variations to routines affecting specific students
- Student wellbeing
- Response to written communication

APPENDIX A: RESPECTFUL COMMUNICATION POLICY

<https://belair-p.schools.nsw.edu.au/about-our-school/rules-and-policies.html>

Belair Public School is committed to effective and respectful partnerships with parents/caregivers, families and the wider school community in the education and welfare of our students and children.

The objective of communication between parents and the school is always to arrive at an outcome which enhances the learning opportunities of our students. At Belair Public School we expect and understand that everyone will, in any form of communication, adhere to a respectful and dignified manner at all times. In adhering to these principles, we aim to strengthen the positive partnership between parents and the school, to enhance the wellbeing of students and to provide quality educational outcomes.

The Belair Public School **Respectful Communication** policy reflects the principles of the Code of Conduct for Department of Education employees, and students. It clarifies the standards of behaviour that are expected of parents/families, students, community members and employees of the Department of Education. It outlines that stakeholders should behave respectfully to all members of the school community and show courtesy to students, teachers and families. At Belair PS the wellbeing of students and their education is paramount. Therefore, interested parties should treat one another with dignity, communicate and behave courteously and cooperate with others with the view that actions can have a long-term effect on relationships

As outlined in the Belair PS Respectful Communication policy the aim of the school is that conflicts are resolved respectfully, calmly and fairly and provide an example to our students which is worthy of emulation.

It is expected that the **Respectful Communication** policy be signed by all staff and parent/caregivers and community members on enrolment, commencement of employment or voluntary work.

Teachers' Responsibilities in Communicating with Parents/Caregivers

- Teachers will respond to parental enquiries by phone or email. This should be prompt – usually within forty-eight hours (school days) when possible.
- Teachers will contact parents if they have concerns for a student's welfare.
- Teachers will distribute notices and information to parents or upload information.
- Teachers will ensure notices are sent to the office so office staff know (are informed about current events in the school) what is happening in the school.
- When a concern arises, teachers will seek advice from the appropriate supervisor and contact parents as appropriate.
- If needed, a teacher will ask parents to attend a meeting with the student and supervisor to seek clarification or resolution or to establish a plan of support for the student.
- If the matter is in need of further discussion or resolution the assistance of a member of the Executive or Principal will be sought.

Parents and Caregivers Responsibilities in Communicating with the School

- Parents should engage with our weekly newsletter to remain informed.
- Register with the Sentral Parent Portal to receive relevant notifications for their child/children
- Support their child/children to establish routines around daily procedures for their communication between home and school.
- Sign in at the office or appropriate classroom when they visit.
- Inform the school of the reason for their child's absence via email, Sentral Parent Portal or send an explanation note to the class teacher.
- Communication must remain respectful and carefully considered in terms of the recipient and purpose so that it is directed to the correct person for the correct reason. If communicating via email outside the hours of 8.00am and 5.00pm, parents are requested to address the email to the school account rather than the teacher's personal account. These emails will be directed to staff each morning.
- When a concern or query arises parents should communicate with the classroom teacher or other teacher in the first instance by phone, written note or email, or arrange a face-to-face interview.
- Interviews can be arranged with teachers as the need arises by requesting a mutually convenient meeting time with the staff member involved by emailing or phoning the school.
- If the matter remains unresolved, parents should advise the teacher that they would like a further meeting on the matter with the appropriate supervisor.
- If any SLSOs (School Learning Support Officer) are involved parents are to discuss matters with the class teacher. Parents should not address concerns regarding their children to SLSOs they should contact the supervising teacher.
- If the concern is in regard to another parent and or student within the school community, parents are to discuss matters with the class teacher. Parents should not address concerns regarding the actions of other students directly with that student.
- If the matter is in need of further resolution the assistance of a member of the Executive (Assistant Principal or Principal) will be so or sought.
- Parents are urged to regularly seek information from the established channels of communication:
The Belair Public School Website/ The School Newsletter/Sentral Parent Portal/Belair PS Facebook.

Students' Responsibilities in Communication

- Speak with teachers and parents if experiencing any problems at home or school.
- Hand in or give notices promptly to either their parent or teacher.
- Speak to a playground duty teacher if experiencing difficulties in the playground or if they witness somebody having problems or notice damage in the playground.

APPENDIX B: INTERNAL COMMUNICATION

Weekly Bulletin

Frequency: Emailed to staff via Principal on a Sunday

Audience: Staff

Purpose: To share information including:

- Weekly Calendar
- Weekly communications
- Belair Blitz Focus
- PL reminders

Sentral Daily Notices

Frequency: Published daily by Executive

Audience: Staff & Students

Purpose: To share information including:

- Changes to routine
- Staff absences and replacements
- Belair Blitz Focus
- PL reminders
- Weekly resilience focus

Sentral Staff Broadcast

Frequency: As required

Purpose: To share information including:

- Rosters
- VORs

Communication Meeting

Frequency: Weekly - Tuesday mornings at 8:30am in the Library

Audience: Staff

Purpose: To share information including:

- Executive communications
- Upcoming events / VORs
- Work Health and Safety
- Student Welfare
- Office messages
- General Business

Staff Meeting(s)

Frequency: Weekly

Audience: Staff

Purpose: To share information with team members at a variety of meetings, including:

- Professional Learning
- Learning Support Team
- Stage Teams
- Executive Team
- Curriculum / Specific Project Teams
- Data and Assessment

Email

Frequency: As required (sent between the hours of 8.00am and 8.00pm between staff, otherwise as scheduled send between these hours)

Audience: Staff

Purpose: General and specific information,

including:

- Evacuation summary - daily
- VOR details
- Rosters and organisational information
- Professional Learning
- Office email distribution according to email subject and staff roles and responsibilities

Phone Calls

Frequency: As required

Audience: Staff

Purpose: Urgent matters, including

- Accident or injury
- Absence
- Wellbeing issues

Protocol: Mobile phones to be with staff at all times for emergency contact.

Staff Procedure for written communication:

- ➔ Correct school letterhead
- ➔ Note developed by organising teacher
- ➔ Sent to AP for editing and approval
- ➔ Sent to Principal for approval
- ➔ Final editing and distribution

NB notes should be developed in accordance with VOR timelines