



# ASCOT VALE PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY

December 2023



## Help for non-English speakers.

If you need help to understand the information in this policy, please contact the school office.

### PURPOSE

Ascot Vale PS understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries. The school recognises that clear communication underpins strong home – school partnerships and aims to develop clear, two-way communication that fosters a strong community network and supports student learning. This policy:

- Outlines the ways in which information will be communicated by the school to the community, and
- Suggests the most suitable avenues for community members to communicate with the school.

### SCOPE

This policy applies to school staff, students, parents, and carers in our community.

### IMPLEMENTATION

Ascot Vale PS has four major communications pathways:

1. Compass
2. School Website
3. Class Dojo
4. Direct contact – in person, by phone or email

**All other communication approaches displaying Ascot Vale Primary School / PS or AVPS, for example but not limited to, 'Facebook' or 'What's App', are not managed or endorsed by Ascot Vale PS.**

#### Communication from the school

Compass is the school's preferred method of disseminating information to the school community. Compass is a comprehensive education management system with a variety of uses, including:

- attendance, roll marking and reporting absences.
- event management, e.g. excursions
- payments
- school calendar and event scheduling

All parents / guardians are encouraged to register for Compass once children are enrolled at Ascot Vale PS. Compass mobile apps are available for use on smart devices. Computers / laptops can also be used to access compass in web browsers. Please note web browsers provide full functionality.

Ascot Vale PS will assist non-English speaking members of the community, or those with limited or no access to technology to access school information and to communicate directly with staff. Professional interpreters

will be arranged to assist non-English speaking parents / carers when necessary. The Ascot Vale PS website and newsletter can be changed to many different languages to support members of our community who are fluent in other languages.

Communication **from** the school to Parents will be facilitated by these means:

- Compass alerts will be provided to community members for reminders and to provide links to newsletters and other important school information.
- A calendar of school events and activities is available to parents on Compass.
- The AVPS website is the central information portal for public access.
- The School Strategic Plan, Annual Implementation Plan and Annual Report are available for the community to view on the school website.
- Class Dojo facilitates classroom communication with parents **from** and **to** the classroom teacher.
- The school produces a parent information handbook, detailing administrative and organisational structures on enrolment. This is available on the website in the 'Enrolment' section.
- Relevant school policies are available to parents on the school website in the 'Policy' section.
- The school holds parent information sessions throughout the year for a variety of purposes. For example, year prep/foundation or Year 7 transition, camp information sessions, subject specific information (e.g., ICT or internet safety).
- A newsletter is published on our school website at least twice per term to share information and encourage involvement in school activities. An alert is posted on Compass when the newsletter is available, providing community members a link for access.
- Teachers, including specialist and class teachers, will communicate student progress and curriculum content and expectations to parents via:
  - Unit information sessions conducted in Term One
  - Interview (by appointment) and scheduled interviews mid-year
  - Formal written reports twice per year
  - Mid Semester reports twice per year.
  - Student Led Showcases once per year.
  - Curriculum News alerts or newsletter articles throughout the year

#### Communications **to** the school

Ascot Vale PS understands the importance of providing helpful and timely responses to common enquiries from school community members, especially parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- To report a student absence, the preferred method is to 'add an attendance note' on Compass. Alternatively, parents may contact the school by phone or in person to report a student absence before 9:30am. All other methods, including emailing the school or staff member's account are NOT preferred methods of reporting student absence.
- To report any urgent issues relating to a student on a particular day, please contact office staff on (03) 9370 6507.
- To relay an important message from parents/guardians to children please contact office staff on (03) 9370 6507. Parents and students are requested NOT to communicate with each other using electronic devices during the school day as this has potential to cause great distraction to student learning.
- To discuss your child's academic, social, emotional progress, health, or wellbeing, please make an appointment to meet with your child's classroom teacher either by approaching the teacher in person, DoJo messaging or contacting the office.
- For enquiries regarding camps and excursions, please contact the office. Staff will then forward queries to the appropriate co-ordinator.
- To make a complaint, please contact the Principal or Assistant Principal on (03) 9370 6507. Please also refer to the AVPS Complaints policy, available on the school website

- To report a potential hazard or incident on the school site, please contact the Principal on (03) 9370 6507
- To make a payment to the school, please use the Compass payment portal. Alternatively, please contact office staff on (03) 9370 6507 or in person during office hours 8:45-4:45 Mon-Fri.
- Class Dojo facilitates classroom communication with parents **to** and **from** the classroom teacher.
- For all other enquiries, please contact our office staff on (03) 9370 6507 or in person during office hours 8:45-4:45 Mon-Fri

School staff will endeavour to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a response. We will endeavour to respond to urgent matters within 24 hours where possible.

Communication **between** staff will be facilitated by the following:

- Minutes of meetings posted on the Google Staff Drive – e.g. Professional Learning Community Team Leaders, Staff Meeting, Consultative Committee, AIP Teams.
- Planning and professional documentation shared on Google Staff Drive
- Compass Alerts, Newsfeeds and Chronicles.
- Email
- Staff Information Handbook

Communications **between** staff and students will be facilitated by the following:

- Monday fortnightly assemblies to celebrate learning and achievements and provide reminders about upcoming events.
- A variety of student groups will provide students with a means of raising issues of importance and concern.
- Informal / formal in classroom and playground.
- Noticeboards.

**School Council Communication** will be facilitated by these means:

- The Principal will liaise with School Council and Committees to facilitate the delivery of relevant departmental information documents will be made available in a secure central location.
- The School Council will provide access to regional induction programs for new School Council members.
- School Council will invite community input when drafting and reviewing school policies, where appropriate.
- Parents will be encouraged to attend School Council meetings.
- Parents will be encouraged to participate in the School Council Sub-Committees.
- The School Council will oversee school accountability documents for example, the School Strategic Plan, and Annual Implementation Plan.
- Reports of ongoing activities of School Council and its sub-committees will be communicated to the school community through the newsletter.
- The school will hold an annual report meeting once a year encouraging the wider school community to attend.

### **Interpreting Services**

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact [insert school contact details] for more information.

### **Requests for information**

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit

Department of Education and Training

2 Treasury Place

EAST MELBOURNE VIC 3002

03 9637 3134

[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## POLICY REVIEW AND APPROVAL

Policy last reviewed	4 <sup>th</sup> December 2023
Consultation	Education and Policy Sub Committee -27 <sup>th</sup> November
Approved by	Principal
Next scheduled review date	October 2026