



ASCOT VALE PRIMARY SCHOOL
No.2608

ASCOT VALE PRIMARY SCHOOL COMMUNICATION POLICY

Approved at School Council 19th August 2019

PURPOSE

Ascot Vale PS recognises that clear communication underpins strong home – school partnerships. The school 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 presents 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 fortnightly newsletter is published on our school website 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 Conferences once per year
 - Curriculum News alerts 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 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 or contacting the office
- For enquiries regarding camps and excursions, please contact the office. Staff will then forward your query 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, some payments may be made using 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 to make payments.
- 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 Team Leaders, Staff Meeting, Administrivia, Consultative Committee, Domain Teams (Literacy, Numeracy, Student Voice, Agency and Leadership).
- 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.
- Student Representative Council 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.
- Parents will be encouraged to attend School Council meetings.
- Parents will be encouraged to participate in the School Council Sub-Committee structure.
- The School Council will approve school accountability documents for example, 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 School Newsletter.
- The school will hold an annual report meeting once a year encouraging the wider school community to attend.

REFERENCES:

- Department of Education and Training (DET), School Policy templates Portal <https://edugate.eduweb.vic.gov.au/edrms/keyprocess/cp/Pages/home.aspx>
- DET School Communications Toolkit <https://www.education.vic.gov.au/school/teachers/management/community/Pages/commskit.aspx>
- Compass: <https://www.compass.education/>
- Class Dojo: <https://www.classdojo.com/>

EVALUATION:

This policy will be reviewed as part of the three-year policy cycle.