



## SCHOOL COMMUNICATION GUIDELINES FOR FAMILIES

Effective communication between home and school is key to ensure we work in successful partnership with families to support students. Across the year we aim to facilitate times for you to liaise with staff to discuss the needs of your child/ren and their academic progress. We encourage open, positive communication with families using the following avenues:

### **CONTACTING THE SCHOOL**

The day-to-day care, learning, welfare and safety of your child is the role of classroom teachers and the best way to communicate with classroom teachers is via email or Seesaw.

**Please note that in an emergency situation please phone the front office.**

### **EMAIL/SEESAW**

Please use staff email addresses if you need to contact staff directly regarding meetings/updates/student concerns or queries etc. The aim of Seesaw is to share student learning experiences and progress with families. Noting this, please ensure private or sensitive communication occurs via phone calls, meetings or email.

If you contact staff via email or Seesaw:

- we will aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply as they are only at school certain days of the week. Please ensure you copy in all staff who work in a job-share situation so everyone is informed.
- throughout the day teachers may not be able to check their email/Seesaw account, therefore please be patient for a response. Changes to student pick up/drop offs etc should go through the front office.

#### **Please note:**

- Any student absence information is to be sent to the front office via phone/email/the Parent Portal App as well as any requests for students to be picked up early.
- Executive teachers, the Deputy Principal and Principal are not assigned to Seesaw classes so will not receive any messaging sent via this platform. Please contact them via the front office or email, remembering to contact classroom teachers in the first instance.

### **TELEPHONE THE FRONT OFFICE**

Please contact the front office if you wish to leave a message for staff or students, noting:

- The front office staff will relay messages to teachers/students as soon as possible
- If your message is urgent, please inform the front office who will find a staff member to assist you or will deliver messages directly to students
- Lessons will not be interrupted for teachers to take calls
- Students cannot access mobile devices throughout the school day (9-3pm), so please contact the front office to relay any important messages (please refer to our Mobile Phone Procedures on the school website)
- We will work to respond to you within three working days, if not sooner

### **ADDITIONAL INFORMATION**

If you wish to clarify something that has happened during a specialist lesson, then please contact the teacher of that program (via Seesaw, email or the front office). If you need to discuss an incident that has occurred whilst a relief teacher was on class, please contact the Executive Teacher for that year level.

Having on the spot, in-depth conversations at the beginning or end of the day means our staff are not able to give you their full attention as they have other commitments at that time (e.g. teaching classes, planning sessions,

meetings etc). To ensure effective use of everyone's time please ensure meetings are pre-arranged with members of staff.

There is no expectation for staff to respond to queries during their personal time including weekends, school holidays or when on personal leave.

If you urgently need to see someone, (e.g due to a serious family emergency or child protection issue), please phone the front office and they will do their best to find a member of staff to assist.

**Please note:**

When seeking updates or information, in the first instance, please follow up with staff as follows:

1. Class or Specialist Teacher
2. Executive Teacher for the year group
3. Deputy Principal
4. Principal

**COMMUNICATION FROM GIRALANG PRIMARY SCHOOL**

Our preferred method of contacting you is via phone/email/Seesaw. We value working in partnership with you and open, respectful communication helps us to do this successfully. Communication works two ways and we provide a range of opportunities to share information about student learning and progress throughout the year, including:

- **Get to Know You Yarns**
- **Newsletters (fortnightly)**
- **Individual learning plans (ILPs)(as required)**
- **Term overviews**
- **Seesaw posts**
- **Semester reports**
- **Learning journeys**
- **Parent-teacher interviews**

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

**WEBSITE**

We are currently updating our school website. We aim to ensure that documentation for our school is relevant and up to date. You can find our website at: <https://www.giralangps.act.edu.au/>

**NO RESPONSE**

If you have not received a response from the school within three working days, please contact us by emailing [info@giralangps.act.edu.au](mailto:info@giralangps.act.edu.au) and we will follow up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve our processes.

**CONTACT INFORMATION**

<b>School Reception</b>	Ph: 02 – 61422630, <a href="mailto:info@giralangps.act.edu.au">info@giralangps.act.edu.au</a>
<b>School Website</b>	<a href="https://www.giralangps.act.edu.au/">https://www.giralangps.act.edu.au/</a>
<b>ACT Education Website</b>	<a href="http://www.education.act.gov.au">www.education.act.gov.au</a>
<b>Feedback and Complaints</b>	Ph: 6205 5429, <a href="http://www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries">www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries</a>

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