HARTWELL PRIMARY SCHOOL
COMMUNICATIONS POLICY

Help for non-English speakers

If you need help to understand the information in this policy please contact Hartwell Primary School.

RATIONALE

Parents/carers and school staff have a relationship that can last many years. This is an opportunity to work together to create a positive relationship in the best interests of the child.

When this relationship is built on respect and trust, students learn better and feel like they belong in the school. The foundation of a good collaborative relationship is based on:

- open and honest communication
- trust and respect
- working together
- fair and reasonable expectations by all

At Hartwell Primary School we believe that **effective communication contributes directly to the best learning outcomes for our students**. For this reason the school places great emphasis on the establishment and maintenance of effective channels of communication with parents, carers and the wider community.

PURPOSE:

The purpose of this policy is to:

- Define and clarify the different types and purposes of communication within the school and the wider community
- Enable Hartwell Primary School to maintain an environment in which parents, carers and teachers feel informed
- Enable parents and carers to feel comfortable contacting the appropriate people at school when the need arises.
- Ensure that communication is timely, efficient, viable and properly targeted and at all times, **respectful.**

SCOPE

This policy applies to school staff, parents, carers, school contractors and others in the school community who need to communicate with Hartwell Primary School.

POLICY

Communication between parents/carers and children must be via the school and not direct as defined in the Mobile Devices Policy. All communication sent and received is:

- Via the most appropriate channel
- Directed to the appropriate person
- Dealt with in a timely manner
- Free of discrimination, bullying, harassment or offensive in any way
- Courteous and appropriate for a place of work
- Respectful of confidentiality and professional standards and legal obligations
- Inclusive - considerate of languages other than English and free of racism

IMPLEMENTATION

Hartwell Primary School 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, the information below outlines key contacts for common queries:

QUICK GUIDE TO COMMON SCHOOL COMMUNICATIONS:

Communication type	Channel
To report a student absence	*Sentral for Parents* app or our Office on (03) 9889 4012
To report any urgent issues relating to a student on a particular day	Please contact our Office on (03) 9889 4012
To discuss a student's academic progress, health or wellbeing	Please contact your classroom teacher, via the school email hartwell.ps@education.vic.gov.au
For enquiries regarding camps and excursions	Please contact our Office on (03) 9889 4012 or the class teacher as appropriate
To make a complaint	Please contact the Principal/Assistant Principal on (03) 9889 4012 Please also refer to our Complaints policy *(see Related Policies below)*
To report a potential hazard or incident on the school site	Please contact our Office on (03) 9889 4012
For parent payments For payment queries	Please use Qkr! App Please contact our Office on (03) 9889 4012
For ordering recess or lunch food	Please use Qkr! app
For all other enquiries	Please contact our Office on (03) 9889 4012

TIMELINE OF RESPONSE

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

MODES OF COMMUNICATIONS AND PURPOSES

Mode	Purpose
Verbal/face-to-face	Parent teacher meetings Formal meetings Student support group meetings Phone calls/queries to the school office Urgent communication Serious incidents of behaviour Minor/major medical incidents Code of conduct for volunteers Contractor inductions
Hard copy	Student of the week awards NAPLAN results Home learning books/reading logs Brochures/flyers
Email	Student absence Communication with the teacher to school office email Class rep information Minutes from Student Support Group meetings *(PSD students and students at risk)*
Sentral	Notices (permission slips/fees/policies/updates) Newsletter Reminders Student absences Booking parent teacher meetings
Website	Policies and strategic plan Information for prospective students, parents and teachers Historic and current newsletters Tour information and other news Annual Implementation Plan Strategic plan
Qkr! App	Permission forms Payment Recess and lunch orders
Assembly	Celebrations and announcements
Community events	

 Please note that some community events will use several of these modes of communications, for example the Hartwell School Fete or the Hartwell School Production

COMMUNICATION

This policy will be communicated to our school community in the following ways:

·   Available publicly on our school's website: https://www.hartwellps.vic.edu
·   Reminders in our school newsletter
·   Included in staff induction processes
·   Included in transition and enrolment packs

RELATED POLICIES AND RESOURCES

Department of Education and Training policies and resources:

- Work-Related Violence in Schools Policy
- Respectful Behaviours within the School Community Policy
- Family engagement in learning

Hartwell Primary School policies:

- Parent Complaints Policy
- Statement of Values and School Philosophy
- Mobile Devices Policy
- Respect for School Staff Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2024
Approved by	Principal
Next scheduled review date	Review in 3-4 years

INTERNAL COMMUNICATIONS

OVERVIEW OF HARTWELL PRIMARY SCHOOL COMMUNICATIONS

Publications	Meetings	Informal opportunities
Staff Bulletin Policies Guidelines Back to School Pack Timetables Staff Room Notice board Emails	Whole Staff Year Level/Cross Level Effective Teams PRP meetings Leadership Meetings	1-1 meetings with other members of staff as needed
Student Reports x 2 per year School Handbook Prep Handbook Newsletter Website Level Newsletter General Notices for organisation, eg incursion, excursion	Information Evenings (Year Level, Curriculum, Camps etc) Parent/teacher Interviews Prep Information (new) 'How to Read Your Report' information meeting Ready, Set, Go sessions Assembly Getting to Know You Meetings Parent/Teacher Interviews (through SENTRAL) SSG meetings	Meetings/phone calls with home group teacher/ Principal class as requested Open Nights Sports Events