Communication Protocols at CHPS

Rationale

Good communication is central to our community being informed about all that happens in and about our school. The many different forms of communication used in today’s schools and society encourages everyone to become fully informed.

Support statement

At CHPS we understand that good communication is a two way process and needs to be regular, relevant and timely so all concerned staff, students and parents acquire details as required. We recognise and expect that everyone will, in any form of communication, adhere to respectful and polite behaviours at all times.

Implementation

Croydon Hills will meet its commitment to engaging in successful communication through providing open and transparent information about all our programs and procedures. In this document we outline communication responsibilities for our staff, students and our parents to support everyone to become fully informed and to strengthen the home school partnership.

Staff will:

- Complete a term newsletter and have it available on the school website/wiki by the end of week 2 in each term.
- Respond to emails within 48hrs (school days)
- Contact their child’s parents if they have concerns for the child’s welfare either by email or a phone call.
- Have notices and information for parents uploaded onto the website at least 2 weeks before a notice is required to be returned signed.
- Ensure their team is informed about agenda items from meetings attended as their team representative
- Ensure notices are sent to the office so office staff know what is happening in the school
- Ensure two class representatives are sent to the office each day at 3.20 to collect information and notices.
- Clearly communicate expectations to parent helpers

Parents/ Guardians will:

- Check website regularly (1-2 times a week) as well as every Thursday for whole school newsletter/ awards list/ Diary
- Support their child/ren to establish routines around daily procedures for their communication satchel / notices/ emails or iPads.
- Sign in to the office when they visit in line with the schools emergency management procedures
- Abide by the Raising Concern/complaint protocols
- Check website and become familiar with the school’s policies and procedures
- Contact their child’s classroom teacher if they have concerns for their child’s welfare either by email or a phone call.
- Inform school of reason for their child’s absence in writing by either email, a letter or using the absence pad.
- Follow Parent Helper guidelines.

Students will:

- Speak with teachers if they are experiencing problems at school
- Hand or give notices promptly to either their parent or teacher
- Respond to teacher emails promptly ( Senior Students)
- Bring/ take home books, their communication satchel / iPad everyday
- Speak to a yard duty teacher if they are experiencing difficulties in the yard or they witness somebody having problems or notice damage in the yard.