



Communication Policy

2021 - 2024



Purpose

The Gainsborough State School communication policy is designed to support positive, respectful and meaningful relationships within our community. Our school is a place of Excellence, Innovation, and Insight and as such we promote modern communication practices and our intention is to provide parents and caregivers information that will successfully allow effective and authentic communication within our school and the wider community.

The purpose of the Gainsborough State School Communication Policy is:

- To ensure clear communication of the high expectations we hold for all members of our community.
- To establish consistent expectations for how the school communicates with parents and caregivers to support student learning and wellbeing.
- To provide our parents and carers with an appropriate framework to communicate with school staff.
- To ensure that all members of our school community use communication practices and language that promotes clear, accessible, inclusive and respectful interactions.
- To foster learning partnerships and connections between students, staff, parents and carers and the wider community that promote belonging, inclusivity and treat people with dignity.
- To help parents and carers understand the language of learning promoted within the GSS Pedagogical Framework for learning, including the terms used by teachers in the classroom with students to communicate learning goals and expectations.
- To assist parents and carers to positively and effectively discuss learning with their students at home and to effectively communicate with teachers using a common language of learning.
- To assist the development of our positive school community by building and strengthening relationships between staff, students and parents and carers based on mutual respect and courtesy.
- To ensure processes are in place to allow for open and honest communication amongst all School Community members.
- To promote the Gainsborough State School vision, values and achievements.
- To provide parents/carers and the wider community with information regarding events, achievements and activities at the school in a timely manner.

School Communication Methods

The following table outlines the communication tools we use between our community members.

Communication Tool	Description of Use
 Telephone	- For urgent matters, student absences, enrolments, changes to contact details, and to arrange time to meet with teachers or the School Leadership Team please contact the office by telephone: Phone: 07 5689 7777 - Please note that office hours are Monday to Friday – 8:00am-3:30pm - Please refrain from requesting contacting staff members on their personal mobile phones - Students will need to sign mobile phones into the administration/cash window prior to the start of school and collect them immediately after school.
 Email	- All families are requested to provide their email details on enrolment. Updates can be made by contacting the Executive Services. - To address our carbon footprint and in order to align with the GSS Digital Technology philosophy, Report Cards are distributed via email. - Staff have Department of Education email addresses and access their emails daily during school days (unless absent or on leave). - Teachers will respond to parent/carer emails within one (1) school day, during the school week. - The administration email address is: admin@gainsboroughss.eq.edu.au - Administration Officers and the Leadership Team will access their emails at various times throughout the day and will respond to parents carers also within one school day, during the school week. - For urgent matters please telephone the school 07 5689 7777 rather than emailing. - Parents and Carers may use email contact to advise of short-term student absences through illness or to submit organisational information. - Please do not use email to pass on messages about going home arrangements as staff may not always be able to access emails during the school day. - Please refer to the email guidelines (in the appendix of this document) outlining expectations for parents/carers when emailing staff. - Invoices related to school excursions and activities are distributed via email.

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Communication Tool	Description of Use
 Text Messaging Service	- GSS utilises an automated text message service to notify parents and carers of unexplained student absences. - These messages are sent by 10am to any parent or carer who have not contacted the school regarding their child's absence via telephone, or other means. - Parents and carers can respond to the issued automated text message service to explain their child's absence. - GSS may utilise the text message service to contact parents and carers in regard to other urgent matters, such as; school closure due to extreme weather events. - GSS may utilise the text message to inform parents and carers of practice of compulsory school drills such as lockdown and fire drills. - Text messages are sent to one parent/carer per student, unless other arrangements are in place.
 GSS Website	<u>www.gainsboroughhss.eq.edu.au</u> - Contains access to information about the school including important policy and school reporting documentation. - Contains relevant contact information and links to other resources and communication tools. - Contains a digital calendar with the most current upcoming events and should be checked on a regular basis, in case of date changes to events.
 GSS Facebook Page	<u>www.facebook.com/GainsboroughStateSchool/</u> - The GSS Facebook page is used to provide updates on events and activities for the school. - The GSS Facebook Page is a public page. Please adhere to the Queensland Department of Education Acceptable Use Guidelines and the Social Media Guidelines set out in the Communication Framework when contributing or commenting on the Facebook page. - The Facebook page is an excellent place to check for any last minute updates, such as; changes to sporting events due to inclement weather.

School Communication Methods

The following table outlines the communication tools we use between our community members.

Communication Tool	Description of Use
 Seesaw App	- Parents and carers can communicate with teachers via the Seesaw App. - Students will be able to develop digital learning portfolios and provide feedback via the Seesaw App
 Face to Face Communication	- Appointments with teachers and school leaders can be made via email or through the office. Teachers will provide contact email information at the beginning of the year, through class and/or electronic newsletters (one per term) and information evenings. - If you wish to discuss your students' needs with the class teacher, it is important to remember that teachers are busy with the students in their classes from 8:30am to 2:30pm, therefore meeting times will need to be outside these hours. - Communication between parents and carers and staff is always welcomed and encouraged.
 Class and/or Year Level Electronic Newsletter	- Parents and carers will receive one class or year level electronic newsletter per term. - The newsletter will update families on what students are learning and news from the term.
 Report Cards	Semester Report cards are distributed (via email) twice per year – at the end of Terms Two and Four.

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Communication Tool	Description of Use
 Parent & Teacher	• Parent and teacher interviews take place in Term One and Term Three to discuss students' progress, concerns, goals and any other issues. • Bookings for these interviews are made online via the Parent/Carer Interviews tab on the home page of the GSS Website. (Possibly run in hall one afternoon/evening?)
 Information Evenings	• Information Evenings occur in Week 3 of Term One annually to outline the year ahead. • Teachers will discuss processes, procedures, expectations and curriculum.
 Electronic Sign	• The GSS digital sign will be located on Yawalpah Road, Pimpama. This sign is updated by the School Leadership and Administration team to provide information, updates and reminders for school events, activities and initiatives.
 School Opinion Survey	• School Opinion Surveys are undertaken annually and are designed to obtain the views of parents and carers, students and school staff on what they do well and how they can improve. • Opinions on the school, student learning, and student wellbeing are sought from a parent or carer in all families and a sample of students from the school. • Opinions on the school as a workplace are sought from all school staff and principals. There are additional questions for teaching staff on their confidence to teach and improve student outcomes. • Key results of the survey are shared with the School Community via the Gainsborough State School

Communication Procedures

Preferred Method of Distributing Information

Procedure Information

- The use of emails is the preferred method of distributing information within the school community such as notes, invoices, and information flyers. Parents and Carers should inform the school if they have a preference for receiving information in another form.
- Teachers will contact a student's parent or carer in a timely manner (by phone, email or Seesaw) to make an appointment to meet in person) to discuss concerns that arise about a student.
- Teachers will contact a student's parent or carer if the students' behaviour is inappropriate and/or disrupts the teaching and learning process.
- A member of the leadership team will contact a student's parent or carer if a student's behaviour was impeding the good management and order of the school.
- The Administration staff will contact parents or carers if a student is injured at school, complains of illness or needs to go home for any reason.

Raising Concerns

At times parents and carers may have concerns regarding a student's academic progress, social relationships or a general classroom matter. **These concerns should be raised directly with the student's class teacher in the first instance.**

Procedure for contacting a classroom teacher

When a parent or carer wishes to contact a member of staff the procedure is to contact the teacher involved giving a brief outline of the issue or concern.

Contact should be made using one of the following approaches:

- Contact the teacher in writing via email asking to organise a suitable time.
- Contact the school, either by phone or the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.
- Speak briefly with the teacher either before or after school hours and request a suitable meeting time.

Where a teacher has been approached and attempted a resolution, but the issue remains unresolved an appointment should be made with the appropriate Deputy Principal to discuss the issue further.



Expectation of School Staff

Procedure Information

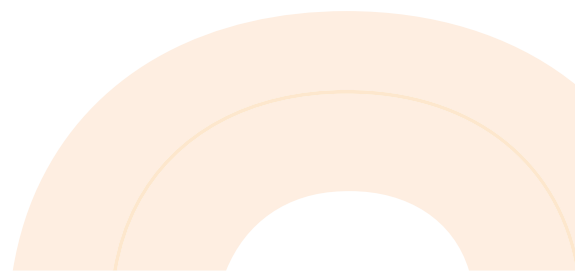
- Staff will contact a student's parent/carer in a timely manner by phone or by email to make an appointment to meet in person to discuss concerns that arise about a student.
- Email should not be used in the first instance to discuss a sensitive issues which was not initiated by or had not been previously discussed with the parent or carer. For sensitive issues and concerns communication should be preferably via a meeting organised to address concerns. Once agreed between the teacher and the parent or carer (following a meeting or telephone conversation) email may be used as a form of ongoing communication.
- Staff will aim to respond to parent or carer emails within one (1) school day during the school week.
- When an email is received from a parent or carer that requires some time to gather information and reply properly then the staff member should respond acknowledging that the email has been received and indicate when a fuller response will be sent.
- Use language that is clear and accessible to parents or carers and the community. Avoid or explain confusing educational terms.
- When on leave staff will activate an auto reply message detailing relevant leave.
- Staff should not respond to offensive or abusive emails and should forward them to their Deputy Principal or the Principal.
- Access to a School email account is provided to staff members for sending and receiving emails related to the business of the school. However, a small amount of personal use is accepted and tolerated.
- Business emails sent and received are official records and must therefore comply with the Department's Records Management Policy and associated Procedures.
- Users of a School email account are required to respect confidentiality, privacy, legal and professional privilege and the rights of others and to ensure that the content and dissemination of email does not jeopardise those protections.
- Email resources should not be used in a way that causes excessive strain on the School's Information Systems, including use that consumes a large amount of bandwidth such as sending emails with large attachments to a number of recipients.
- Users must be aware that email messages which they send may be construed as representing the School's position. Where a User does not have authority, is not aware of the School's position, or where their personal view may differ from that of the School, the opinion should not be expressed.
- All communication should be recorded in OneSchool Contacts.



Expectation of Parents and Carers

Procedure Information

- It is the responsibility of parents or carers to provide the School with up-to-date contact information including telephone number and email address.
- We request that school email addresses are not used for personal purposes.
- To contact classroom teachers please: Contact the teacher in writing via email asking to organise a suitable time.
- Contact the school, either by phone or at the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.
- Speak briefly with the teacher either before or after school hours and request a suitable meeting time.
- Please do not contact teachers on their personal mobile phones.
- Please send only non-vital messages via email. For example do not use email to inform the school of changes to school pick up arrangements as the teacher/staff member may not see the message in time. In these instances please telephone the school office.
- Please note that Teachers are not usually available to respond to emails during teaching time or whilst on playground duty. Teachers will usually access their emails daily. They will respond to emails as soon as is practical usually within one school day.
- For all medical and health concerns please contact the school office by telephone.
- Contact by email may be used to advise the School of short term student absences through illness or to submit organisational information.
- Please don't seek to discuss in detail a student's academic progress learning expectations or behavioural issues by email. These are best addressed in person or over the phone. Use email to arrange a suitable time with the teacher to discuss these matters. When agreed between the teacher and the parent or carer (following a meeting or telephone conversation) email may be used as a form of ongoing communication.
- Parents and Carers should refer all school related matters to the School and should not approach other students or contact other parents or carers directly about any issues or concerns.



Social Media - Department of Education Acceptable Use Guidelines

Gainsborough State School

These guidelines are to ensure individuals can contribute their opinions and views without being exposed to inappropriate content, offensive language or discriminatory views.

Procedure Information

When contributing, do not post any material that:

- is racist, hateful, defamatory, libellous, derogatory, threatening, harassing abusive, discriminatory or humiliating to another person or organisation;
- is pornographic or contains nudity;
- vilifies individuals based on their religion, gender, race or sexuality
- contains material (written, audio, video and other electronic forms) that infringes Intellectual Property rights such as copyright.
- contains personal information about another individual without their consent (including identifying information, email addresses, phone numbers or private addresses)falsely represents another individual, organisation, government or entity,
 - infers endorsement of a product, business, company or organisation
 - promotes a product, business, company or organisation
 - is a statement that may interfere with or prejudice the course of or otherwise deals with civil or criminal proceedings that are presently before any court, tribunal, commission or similar body or any investigation by the police, Crime and Corruption Commission or other agency
- The Department of Education retains the right to 'Mark as Spam' any content that does not comply with the above guidelines, irrelevant or otherwise unsuitable.
- Individuals should note:
 - The Department of Education will not republish any personal opinions, views or personal information published on this site, unless:
 - (i) required by law
 - (ii) disclosure is necessary to prevent self harm or the harming of an individual
 - (iii) consent has been provided to do so.

The Department retains copies of comments and posts to comply with the Public Records Act 2002 (Qld). Individuals should also read the department's Privacy Statement

<http://education.qld.gov.au/home/privacy.html>

and view the Queensland Government's Information Privacy Act 2009 (Qld)

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf>.

Intellectual Property covers a wide range of rights, including copyright, patents, industrial designs and trademarks that protect the product of original and creative effort. Copyright owners can prevent others from reproducing or communicating their work without the owner's permission.

Material includes text, photos, graphics, account names/usernames and account images/profile pictures.

