

COMMUNICATION POLICY

THROSBY SCHOOL

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

CONTACTING THE SCHOOL

Communication by email is the preferred method. It is by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication. Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

TELEPHONE

Please use the main school phone number to leave a message for a teacher to contact you:

- > Our Front Office staff will relay messages to teachers as soon as possible.
- > If a call is urgent, please inform the front office who will attempt to find a member of the leadership team to speak to you.
- > We will try to respond to you within three working days, if not sooner.
- > Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Please use the school email address if you need to contact staff.

- > Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- > We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

SEESAW

- > SeeSaw is our main portal for sharing student learning and achievements. There may be messages sent from the school on SeeSaw but please email the school for absences, leave and enquiries.
- > Teachers are not in a position to check SeeSaw consistently throughout the day and the school does not expect SeeSaw to be checked during a teacher's personal time.
- > Urgent messages should be directed to the front office.

PARENT PORTAL

- > Our new parent portal will launch in term 1 2024. To access the Parent Portal you will need to create, or have access to, an ACT Government Digital Account and complete the level 2 identity verification. Using the Parent Portal on your mobile phone, tablet or computer, you will be able to:
- > notify us if your child is sick or explain an absence
- > book parent-teacher interviews
- > receive academic reports
- > receive our school newsletter
- > receive messages from your child's teachers
- > make payments
- > access the school calendar

MEETINGS

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- > In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 1. Classroom Teacher
 2. Executive Teacher
 3. Deputy Principal
 4. Principal
- > Meetings should always be pre-arranged with members of staff.
- > If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the front office staff will do their best to find a member of the leadership team to see you.
- > For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

Our preferred method of contacting you is via phone or email.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including Seesaw posts and updates, newsletters, newsletters, semester reports, three-way student-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.

NEWSLETTERS/WEBSITE/SOCIAL MEDIA

We email our newsletter every three weeks during the school term. We use our social media channels, Facebook <https://www.facebook.com/ThrosbySchool> to promote student achievements, some events and news. This information can also be found on the school website <https://www.throsbyschool.act.edu.au/>

No RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing ThrosbySchoolInfo@ed.act.edu.au and we will chase 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 the process further.

CONTACT INFORMATION

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| School Front Office | Ph: 61422880 ThrosbySchoolInfo@ed.act.edu.au |
| School Website | https://www.throsbyschool.act.edu.au/ |
| ACT Education Website | www.education.act.gov.au |
| Feedback and Complaints | Ph: 6205 5429 www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries |