

	<p>Carlton Gardens Primary School</p> <p>COMMUNITY COMMUNICATION POLICY</p>	<p>Authorisation July 2020 Review 2023</p>
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Purpose:

CGPS recognises the importance of transparent, positive and effective communication within the school community. This policy sets out to promote and facilitate such communication goals.

Scope:

This policy applies to all:

- School staff
- Parents, carers, guardians

Policy:

School Guidelines, Policies and Operations:

1. The School Strategic Plan and sets of School Policies will be available upon request from the school office and via the school website: www.carltongardens.vic.edu.au/
2. Compass, the school website and the office will provide various permission forms (absences, lateness, school excursions, etc.) and other documents relevant to school operations (enrolment, etc.).
3. Parent Information documents will be made available through the website and Compass.

Whole-School communication:

1. CGPS use a variety of platforms to communicate with the school community, these are outlined as follows:
 - **Compass** - Compass is the best source of school information. We recommend that you download the Compass app for iPhone or Android. It is a school-based web portal that not only provides all school information but also allows you to see how your child is performing at school. You will be able to see the number of absences and late arrivals that your child has had, give approval for school excursions, allocate times for Parent/Teacher interviews, make payments online and download school reports. You will also receive a weekly notice via Compass that includes important school dates and relevant information for the coming weeks. You will receive a notice with your login details when your child is enrolled, please login and update your email details.
 - **Seesaw** - Seesaw is a social media app for the classroom, it is essentially a digital learning portfolio. Your child and their teacher will share exciting work and events through Seesaw. It is a great way to see what your child is learning about at school and what they have achieved. Communication with teachers via Seesaw should only be about student learning and their published work. If you do need to contact your child's teacher about anything else, please call our school office on 03 96636502 or send an email to carlton.gardens.ps@education.vic.gov.au. Your message will then be passed on to the appropriate staff member.
 - **Twitter and Instagram** - We like to share exciting photos and videos with our families via this platform. You can follow us on Twitter and Instagram, @Carltongardens.
 - **School Website** - Our school website is www.carltongardens.vic.edu.au. It contains all our school policies along with other important school information. We also share videos of important events and excursions from time to time.
2. School assemblies take place every Friday afternoon, either in person on the basketball court or online. Occasionally our weekly assembly needs to be cancelled.

Student and Classroom Communication:

1. A 'Meet and Greet' session will be held in February each year, either online or in person, to allow teaching teams to outline their year level program, address curriculum areas and highlight the organisation of classrooms. It is also an opportunity to meet your child's class teacher/s.
2. Grade-level information will be published via Seesaw and/or Compass.
3. Reporting of student progress occurs via both written reports and parent-teacher interviews. Parent-teacher interviews are held in term two with provisions for another interview at the end of term four if required. School reports are published at the end of term two and four via Compass.
4. Parents and school staff may request appointments at any stage throughout the year. Parent requests for these meetings should be made by contacting the school office by either phone 03 96636502 or via email carlton.gardens.ps@education.vic.gov.au. School staff may phone or email parents to set up these meetings.
5. Whole-school matters should be directed to the principal via the school email carlton.gardens.ps@education.vic.gov.au.
6. Parent representatives to the School Council can also provide a means of raising matters relevant to the school. Parents can also make direct representation to the School Council in writing.

Resolution of Problems and Other Concerns:

1. When parents have classroom concerns, they should firstly discuss these concerns with the relevant teachers. Please ensure you contact the school office by either phone 03 96636502 or via email carlton.gardens.ps@education.vic.gov.au, so that the teachers can respond at an appropriate time outside of teaching time.
2. If necessary, parents and/or teachers should follow up discussions with PLC Leaders (Year Level Leader), and then with one of the members of the leadership team.

Communicating school-planning and decision-making processes:

1. The school community is invited to attend School Council meetings as observers only.
2. Once a year the School Council will report council proceedings (key activities and achievements) for the previous year and present the annual report to the school community.
3. Parents and other members of the school community are invited to share their views on school performance and school policies with members of the School Council.
4. If you have raised a matter with School Council and are wanting to know the outcome you will be contacted by the school principal.

Further Information and Resources:

- CGPS Complaints Policy
- [Respectful Behaviours in the School Community Policy](#)

Review Cycle and Evaluation

This policy will be reviewed as part of the school's three-year review cycle.