



Communication Procedure and Schedule

Purpose	<p>This policy explains how Grovedale West Primary School communicates various aspects of school operations to families to ensure consistent communication.</p> <p>Grovedale West 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 to assist them, the information below outlines key contacts for common queries:</p> <p>The document also outlines where documents can be accessed.</p>
Policy	<p>General Communication</p> <ul style="list-style-type: none">• to report a student absence, please contact the Office on 52414774 or use COMPASS. Do not use the school diary.• to report any urgent issues relating to a student on a particular day, please contact the front office on 52414774• to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher by recording a note in the child's diary or by phoning the office on 52414774.• for enquiries regarding camps and excursions, please contact the office on 52414774• to make a complaint, please contact the Principal/Assistant Principal] on 52414774 or email the school. Please also refer to our Complaints policy.• to report a potential hazard or incident on the school site, please contact the office on 52414774.• for parent payments, please contact the front office on 52414774• for all other enquiries, please contact our Office on 52414774 <p>School staff will do their best to respond to general queries as soon as possible and ask that you allow up to 7 working days to provide you with a detailed response. Staff will endeavour to respond to urgent matters within 24 hours where possible.</p> <p>Students</p> <p>The school uses COMPASS to communicate regular messages to parents. If a student has had a behavioural issue a COMPASS note will be sent with guidelines in relation to any required communication with parents. Staff may also directly contact a parent.</p>

	<p>COMPASS is also used to forward positive messages to families about their children including our RISE reward process.</p> <p>Illness/ First Aid</p> <p>A COMPASS note is forwarded to parents if a child has attended sick bay or required first aid. Where an emergency arises or the parent is required, phone contact will be made to the parent or emergency contact.</p> <p>Student Support Group Meetings</p> <p>The meetings are held in Week 4 or 5 each term for students identified as requiring this process. An invitation by letter is sent home to families with a listed time. Where the time does not suit, a mutually agreeable time can be organised between the parent and teacher.</p> <p>Attendance</p> <p>Parent can use COMPASS to notify the school of their child’s absence and to list the reason for the absence. Parents will be contacted by COMPASS at 9.15am daily to inform the parent that the child is not at school, if the parent has not informed the school of the absence. If a child is absent from school for three days with the school not being notified, the Office will contact the parent by phone.</p> <p>Student Mid -Year and End of Year School Reports</p> <p>Student reports are communicated to parents via COMPASS. A computer is available at the school office for parent use where required.</p> <p>Newsletters</p> <p>The Link (school Newsletter) are available via COMPASS on a weekly basis. This is the school communication which includes dates. If parents require clarification about any events or dates they should contact the office to be given the accurate information by the school.</p> <p>Policies</p> <p>The school has a number of policies available to view including the Child Safe and Student Wellbeing and Engagement Policy on the school website. The policies communicate a number of school processes and requirements.</p>
Review cycle	This policy was last updated on 22/8/18 and is scheduled for review in March 2021 or earlier where required.