















Communication between school and our families – a key to us *working as one.*

If you need help to understand the information in this policy please contact the Principal or Assistant Principal.

						
Face to Face Meeting Etiquette	Compass Etiquette	Telephone Etiquette	Email Etiquette	Newsletter Etiquette	Social Media Etiquette	School Website Etiquette
<ul style="list-style-type: none"> • Face to face meetings are welcomed. • Face to face meetings should be arranged in advance to ensure that those who need to be involved in the meeting are available. • The purpose of face to face meetings should be known by those in attendance at the meeting in advance so that the correct people can attend the meeting and are prepared for the meeting. • If a person becomes unavailable for a pre-organised face to face meeting, notice will be provided to the office so this can be communicated as appropriate to other attendees. This may result in a postponement of the meeting. • Face to face meetings can be held over online platforms, such as Webex, to ensure that we are maximising the opportunities for all invited members to attend. • The actions agreed upon in face to face meetings will be communicated in writing after the meeting by a school staff member. • The outcomes of actions will be communicated to the relevant attendees as appropriate. • Any visitor (including parents/carers) report to the office and will be met by the staff member who the meeting is with. 	<ul style="list-style-type: none"> • Parents/carers can have access to Compass once their child/ren have been enrolled. • School administration staff are able to assist parents and carers who are having trouble accessing Compass or a certain area of Compass. • Compass messages should be read by parents and carers as soon as possible so important information is not missed. • Compass messages are pushed out as emails and sms messages. • Lunch orders must be placed by 12:00 pm on the Wednesday of the week of the order. 	<ul style="list-style-type: none"> • Telephone calls will be responded to within two school working days. The response may be via return telephone call, email, or in person. • The purpose of the telephone call should be shared with the office staff whenever possible so they are able to direct the call to the correct person and the person responding to the call is prepared. • Teachers will not be interrupted during their teaching time. Messages can be left with the office staff who will pass this on to the teacher. • All phone communication must be made through the school phones. • Communicating using staff personal phone numbers is not appropriate. Any mobile phone communications from staff to parents should be made through the school mobile. • Information around telephone communication when a child is on a camp or excursion will be provided to parents/carers. 	<ul style="list-style-type: none"> • Emails will be responded to within two school working days. The response may be via return email, telephone or in person. • Staff on pre-determined leave will set up an auto-reply on their email indicating they are on leave and who to contact if the matter is urgent. • Parent/carers should ensure that the school has the correct email address and that these are checked regularly. • Emails should be addressed to one person only so it is clear who is responsible for responding to the email. • People cc'd into emails are included for information purposes only and will not be responsible for responding to the email. • Email communication should be kept succinct and be safe, kind and respectful. • All email communication between staff, parents and carers that relates to Golden Square Primary School must only be made through the staff's education.vic.gov.au email address. • Staff are not expected to respond to emails outside of their normal work hours. • Emergency emails should be sent to the school email address and to the principal. 	<ul style="list-style-type: none"> • Photo permissions will be sought before children's images are used. • An annual privacy reminder to families will be included in the school newsletter to keep consent current rather than send out a form each year. • Newsletters are distributed to the school community via Compass on Wednesdays of each school term. 	<ul style="list-style-type: none"> • Photo permissions will be sought before children's images are used. • An annual privacy reminder to families will be included in the school newsletter to keep consent current rather than send out a form each year. • All responses to posts are to be reflective of our behaviours expectations and align with our vision of our school community working collaboratively in a safe, kind and respectful environment that inspires a passion and curiosity for learning. • Contributors of posts that are not safe, kind or respectful will be blocked from accessing the school facebook page. • Inappropriate posts and/or comments will be deleted. • All social media communication between staff, parents, and carers that relate to Golden Square Primary School must only be made through the school's official social media sites. 	<ul style="list-style-type: none"> • Photo permissions will be sought before children's images are used. • An annual privacy reminder to families will be included in the school newsletter to keep consent current rather than send out a form each year.

						
Face to Face Meetings Common Reasons / Uses	Compass Common Reasons / Uses	Telephone Common Reasons / Uses	Email Common Reasons / Uses	Newsletter Common Reasons / Uses	Facebook Common Reasons / Uses	School Website Common Reasons / Uses
<ul style="list-style-type: none"> • Student Support Group meetings (SSGs). • Student enrolments. • The raising of concerns or complaints. • The desire to understand an action, process, policy, or decision. • Sharing of information relating to the health, safety or wellbeing of a child. 	<ul style="list-style-type: none"> • Sharing of information specific to a particular child, cohort or whole school. • Method used to seek permission for excursions, incursions, and camps. • Placing of lunch orders. • Sharing of reports • First aid treatment notifications • School Wide Positive Behaviour Supports positive behaviour notifications. • Distribution of newsletter to parents/carers and staff. 	<ul style="list-style-type: none"> • Communication that is requiring a more immediate response. • Where face to face communication is not possible, however, where a more personal approach than email is preferred due to the matter being discussed. • To avoid ongoing email chains that may be misconstrued as adversarial. • To avoid the use of lengthy emails. 	<ul style="list-style-type: none"> • To request information • To share information • To request a face-to-face meeting time. 	<ul style="list-style-type: none"> • Communicate news of upcoming events with our school community. • Communicate information relating to policies and procedures. • Sharing of images celebrating special events and achievements. 	<ul style="list-style-type: none"> • Sharing of images celebrating special events/achievements. 	<ul style="list-style-type: none"> • To share general information knowing that it is available to the broader community. • To showcase our school to prospective families. • To ensure that our school community has access to public documents such as the School Strategic Plan, Annual Implementation Plan, Annual Reports, Parent Payments, policies etc. • Distribution of our weekly newsletter to the broader community.