



### Communication Policy

This Policy document provides school stakeholders with a comprehensive outline of the school's communication protocols. Schools are also workplaces and therefore access to teaching staff for pre-arranged appointments is generally 8:00-8:45am and 3:15-4:00pm. Contact can be made via the Administration, then teaching staff will contact the parent to organise a suitable meeting time, so lesson preparation and teaching are not disrupted.

Note: (It is NOT an expectation that staff will be answering on SeeSaw, social media or email, outside of school hours, weekends or vacation periods)

All documentation must be created in alignment with the school's branding templates. These can be found uploaded in the following locations

- Letterhead - [File on page "Corporate Image" \(Web view\)](#)
- Social Media Templates - <https://www.canva.com/education/>
- Certificates - <https://www.canva.com/education/> or One School generated

All sensitive communications need to be actioned via Administration with the appropriate Deputy Principal or Principal.

### **General Conditions of Communication between classroom teachers and parents**

#### ➤ **General Communication**

- Classroom teachers will share key information on upcoming events, student successes and classroom relevant news when appropriate and through chosen mediums, at their discretion.

#### ➤ **OneSchool**

**OneSchool is the Department's main information management system. As such, OneSchool must be used to record formal and serious communication between staff and parents. This is particularly important if the matter has the potential to escalate. It is vital that all information on OneSchool is factual and uploaded in a timely manner. For example, if a parent raises a serious concern via email, this parent email and the email response from the staff member must be saved as a Record of Contact in OneSchool.**

#### ➤ **Phone**

- Frequency: Teachers' Discretion
- Users: Teacher to Parent/Carer Only
- Outside phone calls will not be forwarded to classroom teachers as this disrupts student learning.

Internal school processes are in place to manage such calls.

- Parents/carers will not be provided with any personal phone or contact details for staff.

#### ➤ **Email**

- Frequency: Teachers' Discretion.
- Users: Teacher to Parent/Carer & Parent/Carer to Teacher
- Aim to respond within a period of up to 72 hours, emails generally not responded to during instruction times (9:00am – 3:00pm)
- Only use Education Queensland email address of classroom teacher;
- Classroom teachers will reply to your email within 72 hours of email being sent. Emails sent during vacation periods generally will not be answered until the return of school the following term.



### ➤ **Direct Contact/Face to Face**

- Frequency: Teachers' Discretion
- Users: Teacher to Parent/Carer & Parent/Carer to Teacher
- Direct contact meetings will be negotiated between the Parent/Carer and the classroom teacher. For job shared classrooms, the duty classroom teacher present on the day, will attend the scheduled meeting;
- Direct contact meetings will not occur at any time between 8:45am and 3:00pm; unless authorised by the Deputy Principal or Principal;
- No parent access to the classroom learning environment between 9:00am and 3:00pm, unless invited for class support and have undertaken school "Induction Training". Parents/Carers and visitors supporting classrooms must sign in at the office, at all times. (Visitors must produce a blue card)

### ➤ **SeeSaw Policy**

- Frequency: Teachers' Discretion
- Users: Teacher to Parent/Carer & Parent/Carer to Teacher

Seesaw is a classroom platform that enables teachers to provide prompts for parents to have conversations with their children about school. Seesaw provides the opportunity to share information, photos and videos, and to message groups and individuals. **It is essential that teachers consider the quality and quantity of content sent via SeeSaw, as ultimately, this is a reflection of that teacher's professionalism.**

Teachers will be using these applications to engage parents with 'classroom moments' and keep parents up to date with current activities. Teachers may share classroom information e.g. upcoming excursions, expectations, homework, reminders for interviews etc... Classroom learning experiences including photos, videos, and student work samples may also be uploaded to keep parents informed.

Any sensitive communication must be via the Administration not via SeeSaw. As previously stated, sensitive and formal communication is to be recorded in OneSchool.

In order for Seesaw to be used effectively within our school community the following guidelines have been developed:

School Administration will:

- Ensure adequate training is provided for staff on the use of Seesaw within the classroom.
- Comply with the Policies of the Department of Education.
- Include Seesaw Agreement in new enrolment pack.
- Ensure the Seesaw Policy is available for parents through the school website.
- Ensure all staff, parents and guardians comply with the Seesaw Policy.

Teachers will:

- Aim to post at least once a week. This could be on a whole class or individual basis. Over the period of one term, consider a variety of samples.
- Ensure they are aware of up to date information regarding child safety, protection.
- Use student first names only (if same Christian name, use Christian and initial of surname to identify student).
- Use Class Code sign in for students.



- Comply with school policy regarding Seesaw use in the classroom.
- Where possible teachers will respond in a timely manner to messages received from parents between the hours of 8.00am and 5:00pm. At times, this may not be achievable due to teaching and learning priorities, Professional Development and/or teacher absence.
- Teach students behaviours to keep safe online. For example:
  - Keeping personal details private
  - Not sharing username or passwords
  - Thinking before posting
  - Not posting information/images that they would not want others to know.

#### Parents will:

- Be familiar with the Seesaw Policy.
- Ensure that your child's consent information is up to date.
- Create a parent account for your child, which allows access to your child's journal.
- Limit communication to reasonable hours and understand the need for patience.
- Engage with your child's learning.

#### Students will:

- Abide by the Seesaw Policy.
- Follow guidelines outlined by the teacher to ensure safety online. For example:
- Use the class code to sign into Seesaw
- Only use first names when posting items on Seesaw
- Post work in a responsible manner in line with their teachers' directions.
- Regularly share learning with their parents/carers.

#### ➤ **Emergency Contact**

- Emergency and/or urgent messages are to be directed to the school office and where necessary, for the attention of the Deputy Principal or Principal.

## **Approved Social Media**

### **Response to posts**

Social media is 24 hour a day, 7 days a week medium. Social media accounts will be monitored after hours, on weekends and on holidays in a restricted capacity, therefore responses may be delayed.

### **Posting on the Official School Facebook page**

Before you post something online, ask yourself if the community or school really need to know this. Is it relevant? Helpful? Positive? Remember the aim of a school Facebook page is to connect people and share school news and upcoming event information. Be a good role model online.

### **Consider potential consequences**

Be mindful of the potential harm you may cause to the reputation and personal wellbeing of yourself, school staff members or other people, including students and parents mentioned on the page. Inappropriate online content may constitute a criminal offence and become a police matter. For example, online content may substantiate the offence of 'using a carriage service to menace, harass or cause offence' (Criminal Code Act 1995 (Cth) s.474.1). Defamatory content may give rise to litigation under the Defamation Act 2005 (Qld). School staff may contact their union or obtain personal legal advice if they feel that online content seriously impacts their reputation.



## Social Media Applications:

### ➤ Palmview State Primary School's Facebook Page

- Frequency: As required
- Users: Palmview State School Community
- The purpose of Palmview State Primary School's Facebook page is to provide an effective communication and promotional tool to connect with our audience whether that be parents, staff, students and/or community members.
- Facebook is used to promote school and student achievements, send friendly reminders to parents and also promote school events.
- As per The Department of Education(DoE) guidelines, students over the age of 13 can like or follow their schools social media pages but should not send them messages.
- Only administrators of the PSPS Facebook site are responsible for responding to comments.

## Concerns

The appropriate and most effective method of raising any concerns you have is to discuss the matter, in the first instance, with the relevant staff member. Should the concern not be resolved, you are encouraged to make an appointment with the Principal or Deputy Principal. Social media is not the platform to raise concerns.

You should consider the potential of your comments to cause harm to the reputation and personal well-being of any person(s) you have mentioned. You should consider whether your comments may leave you open to legal action by the person(s) involved, which could potentially result in you incurring significant personal legal costs.