



MACGREGOR PRIMARY SCHOOL

LINKED BY LEARNING... EXPERIENCE, EXPRESSION & EXCELLENCE

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STRATEGY GOAL

To support students, staff and community wellbeing through inclusive, consistent, clear, transparent and effective communication.

All school based staff operate under:

- ACT Public Service Code of Conduct
- Macgregor Primary Staff Handbook
- Macgregor Primary Wellbeing @ Macgregor values

Teachers also operate under:

- ACT Teachers' Code of Professional Practice
- National Professional Standards for Teachers

General Communication Guidelines (as outlined in the ACT Public Service Code of Conduct)

Communication Goal	Guidelines
Effective Communication	<p>Communication aims to be:</p> <ul style="list-style-type: none"> ● Open, honest, transparent and timely ● Polite, courteous and professional ● Respectful, treating colleagues and others with decency ● Empathetic and thoughtful, allowing others to explain action and thought processes.
Be Accountable	<p>Stakeholders will:</p> <ul style="list-style-type: none"> ● Take responsibility for and consider the consequences of decisions and actions ● Use information appropriately and respect the different capacities in which they deal with individuals ● Promote an environment that is accepting of diversity, and is free from intimidation, threat, humiliation and harassment ● Use all electronic communication systems including social media in accordance with government and departmental policies
Give and receive information	<p>Stakeholders will:</p> <ul style="list-style-type: none"> ● Share information appropriately ● Store information in accordance with government department policies
Problems with Communication	<p>If stakeholders require support with communication, issues should be referred to the Principal and/or the REDCO (Respect, Equity and Diversity Contact Officer) in the school.</p>

Communication Guideline Matrix (Staff, Students and Community Stakeholders)

These guidelines provide a Best Practice strategy for communication pertaining to Macgregor Primary School. It is acknowledged by all stakeholders that the circumstances surrounding some events or situations may not be clearly encompassed by the below guidelines and thus flexibility and appropriate adaptations may often be required.

Communication from community to school (Inward flow)

Item	Example	Guidelines	Preferred Method	Actioned by	Time Frame
Feedback, suggestions or concerns regarding student learning or wellbeing	ILPs, grades, teaching and learning,	<p>Steps: Parents to make contact if concerned about student engagement or achievement (proceed if matter is not resolved)</p> <ol style="list-style-type: none"> 1. Contact classroom teacher directly or via the Front Office 2. Contact Executive Teacher of the teaching team via the Front Office 3. Contact Deputy Principal via the Front Office. 4. Contact Principal via the Front Office 5. Follow ACT Education Directorate's Complaints Policy <p>https://www.education.act.gov.au/publications_and_policies/corporate-policies/school-administration-and-management/complaints/complaints-policy</p>	Email, phone or in person.	Parent/Carer	As soon as practicable
Feedback, suggestions, or concerns regarding school operations, events	Safety, supervision, excursions	<p>Steps: (proceed if matter is not resolved)</p> <ol style="list-style-type: none"> 1. Contact Executive Teacher of the teaching team via the Front Office 2. Contact Deputy Principal via the Front Office 3. Contact Principal via the Front Office 4. Follow ACT Education Directorate's Complaints Policy <p>https://www.education.act.gov.au/publications_and_policies/corporate-policies/school-administration-and-management/complaints/complaints-policy</p>	Email, phone or in person.	Parent/Carer	As soon as practicable
Student absence	1-2 days, illness or	Contact the school via the Front Office. Notify if the illness is included on the Exclusion from School list.	Email or written note	Parent/Carer	On or prior to return

	injury	info@macgregorps.act.edu.au			
Student absence (expected)	3+ days	Contact the school via the Front Office. info@macgregorps.act.edu.au	Email or written note	Parent/Carer	As soon as practicable
Student Support (financial)	Excursions, camps, equipment	Contact School Business Manager info@macgregorps.act.edu.au (02) 6142 1600	Email, phone	Parent/Carer	As soon as practicable
School Board	School Governance	School Board Chair – Duncan Beard Educational Planning – Approve the five year school plan and annual action plan Financial Management – Approve and monitor annual budget and monitor monthly budget reports School Performance – Monitor student performance through school-based and broader testing activities Policy – Develop, approve, monitor and review school based education and financial policies			
Parents & Citizens	Parent Engagement in School community	P&C President – Allison Elliott president@macgregorpanc.org Facebook: www.facebook.com/macgregorprimarypanc/ Support the school for the benefit of all students Promote parent participation in the work of the school and encourage strong positive community support Provide a forum for parents to discuss and debate school issues			

Communication from School to Community (Outward Flow)

Item	Example	Guidelines	Preferred Method	Actioned by	Time Frame
Significant Changes to School Operations	Significant structural changes, changes to assembly time, break times, changes to executive structure or staffing.	<p>Staff Staff have knowledge prior to the community being notified.</p> <p>Parents/Carers/Community Objective is that the whole parent community is informed prior to the change being actioned.</p> <p>Students Classroom teacher to discuss with students and alleviate concerns if required.</p>	<p>Email The School Administration System Home Staff Meeting</p> <p>Letter home Facebook Newsletter</p> <p>Monday Morning Assembly Verbally from teacher</p>	<p>Leadership team to coordinate</p> <p>Leadership team to coordinate</p> <p>Classroom teacher</p>	<p>As soon as practicable</p> <p>1 week</p>
Student Attendance	Student Absence	<p>Staff The Front Office team to use an SMS system notifying parents of student absences on a daily basis.</p> <p>Parents/Carers/Community Notify the Front Office of absence of student on the day of absence if possible or on return to school.</p> <p>Students Student hand absentee note to their teacher</p>	<p>Front Office</p> <p>Phone Email</p>	<p>Administration team</p> <p>Parent/Carer</p> <p>Parent/Carer</p>	<p>Daily between 9:30-10:00am</p> <p>Day or on return</p> <p>Prior or on return</p>

				Student	
Student Illness/Injury	Attendance at first aid Student presents at school unwell.	<p>Staff Classroom teacher to be notified if student is sent home due to illness or injury. Staff to seek First Aid treatment if student appears unwell, contagious or has a minor injury.</p> <p>Parents/Carers/Community Staff to complete a First Aid slip with appropriate information to be sent home with student. Parents to be phoned if student incurs an injury to the head or other serious injury requiring medical attention. Parents to be phoned if student is contagious.</p> <p>Students Students to notify staff if they incur an injury or witness an injury to another student.</p>	<p>Phone Email</p> <p>Phone First Aid Slip</p> <p>Verbally</p>	<p>Administration Team</p> <p>Administration Team</p> <p>Student</p>	<p>On the Day</p> <p>At the time</p>
Events in Calendar/ Reminders	Fete, assemblies, fundraising events, carnivals, cross country, weather based events, etc	<p>Staff Regular update of calendar in staffroom in particular, events not appearing in newsletter calendar (eg reporting deadlines, Professional Learning dates etc)</p> <p>Parents/Carers/Community Parents to receive notification of school events including whole school celebrations, off site activities, those with parent invitations and those in which their child is performing or receiving an award.</p> <p>Students Classroom teacher to distribute information as required. Event organising team to circulate publicity.</p>	<p>Email The School Administration System Home Staffroom Calendar</p> <p>Note home Email Facebook reminders Newsletter</p> <p>Bulletin Board Calendar Monday Assembly</p>	<p>Administration team or Event organisation team</p> <p>Administration team or Event organisation team</p> <p>Classroom teacher</p>	<p>Initial: 2-3 weeks</p> <p>Follow up: Reminder 3 days prior</p>

Events: changes to calendar	Swimming carnival, athletics carnival (e.g. due to wet weather), changes in break times due to assemblies etc.	<p>Staff Ensure staff know of changes prior to information being distributed to the community.</p> <p>Parents/Carers/Community Confirmation via one of the means listed one day prior for weather based events.</p> <p>Students Classroom teacher to keep students up to date with changes.</p>	<p>Email The School Administration System Home Staffroom Calendar</p> <p>SMS Email Facebook Note home</p> <p>Morning Assembly</p>	<p>PE Specialist and Administration team to coordinate.</p> <p>PE Specialist and Administration team to coordinate.</p> <p>Classroom teacher</p>	As soon as practicable
Staffing Changes	Relief teachers, maternity leave, permanent and temporary changes	<p>Staff Staff to provide the school notice of absence as per staffing protocols for short absences. Notify Leadership team in situations requiring absence of more than one week.</p> <p>Parents/Carers/Community Note home in the instance that a teacher may be away longer. Personal details in regards to absence are not expected to be included. Advice to parents in regards to teacher attrition at the end of each year.</p> <p>Students Note home in the instance that regular teacher may alter for longer periods of time.</p>	<p>Email The School Administration System Home Staff Meeting</p> <p>Morning Assembly Newsletter Email</p> <p>Note</p>	<p>All staff</p> <p>Administration team and Leadership team to coordinate.</p> <p>Leadership team to coordinate.</p>	Prior to change
Significant unforeseen event	Building maintenance issues, natural disaster, personal	<p>Staff Staff to ensure any emergency procedures are understood and communicated to students in situations of threat or danger.</p>	<p>Email The School Administration System Home</p>	All staff	As soon as practicable

	risk/danger/ threat	<p>Parents/Carers/Community Parents to be notified of lockdown and fire drills prior to the drill. Parents to be notified ASAP following any significant unforeseen event.</p> <p>Students Classroom teacher to respond to student in class communication requirements as needed. Advice from leadership as to appropriate method to do this.</p>	<p>Email SMS Facebook</p> <p>Note PA Verbally from Teacher</p>	<p>Leadership team and Administration team to coordinate.</p> <p>Classroom teacher</p>	Prior to event where possible
Student interactions/ incidents	Ongoing student disagreements, injury surrounding safety issues, fights	<p>Staff Staff to be clearly briefed on issue and schools management plan for prevention of further incidents. Incidents to be recorded in the School Administration System.</p> <p>Parents/Carers/Community Leadership team determine scope of the community that needs to be notified. Additional student details are required to be kept confidential. Parents to advise info@macgregorps.act.edu.au of incidents that are mentioned at home by student.</p> <p>Students Students to notify teacher on duty of any incidents that pose physical or emotional harm to themselves or others in a timely manner.</p>	<p>Email Face to Face</p> <p>Student/Teacher meeting Phone call Email</p>	<p>Leadership team to coordinate.</p> <p>Leadership team to coordinate.</p> <p>Students</p>	As soon as practicable, preferably the same day
Student Learning	Student achieving above or below expected level, student engagement in learning	<p>Staff Handover folders for every student of specified assessment items to be collated by classroom teachers in Term 4 of each year and provided to the classroom teacher for the following year. School Counsellor and/or RTI team to notify classroom teachers of any information in relation to student learning as appropriate.</p> <p>Parents/Carers/Community</p>	<p>Phone call Email</p> <p>Phone Call</p>	Classroom teacher	<p>As appropriate</p> <p>As appropriate</p>

		<p>Term letter to be sent out outlining the programmed learning for the term. Regular updates via Seesaw to capture whole class and individual learning. Classroom teacher to contact parent/carer if there is concern over student achievement or engagement. Parent/Carer to contact classroom teacher (as per inward flow matrix above) if they are concerned about their child's achievement or engagement. Parent/Carer may request an interview with the classroom teacher at any time during the school year at a time convenient to both parties.</p> <p>Students Regular feedback to be provided to students about their learning throughout the year.</p>	<p>Email Term letter Seesaw</p> <p>Verbal Written</p>	<p>Leadership Team Classroom teacher Parent/Carer</p> <p>Classroom teacher</p>	Ongoing
Wellbeing @ Macgregor Data re: Non-Classroom settings	School Expectations Wellbeing @ Macgregor points	<p>Staff Staff to explicitly teach and communicate Wellbeing @ Macgregor expectations in day to day school activities. Staff to regularly distribute and update Wellbeing @ Macgregor points in the School Administration System.</p> <p>Parents/Carers/Community Community provided with information pertaining to Positive Behaviours for Learning practises and school expectations through information sessions and the newsletter. Regular updates on points status via the W@m communication noticeboard.</p> <p>Students Student to receive ongoing notification of Wellbeing @ Macgregor point totals and achievement milestones. Staff to give clear feedback to students when witnessed achieving Wellbeing @ Macgregor expectations.</p>	<p>Email Google Drive Link on The School Administration System Home</p> <p>Facebook Newsletter W@m noticeboard Information Sessions</p> <p>Foyer Screen Classroom teacher</p>	<p>All staff</p> <p>Staff W@M Curriculum team Administration team</p> <p>All staff</p>	Ongoing

Professional Learning timetables		<p>Staff Professional Learning roster to be distributed at the beginning of each term. Staff to notify the Leadership Team if unable to attend Professional Learning.</p> <p>Parents/Carers/Community Parents to be advised of Professional Learning undertaken by staff in the newsletter. Any additional information pertaining to the teaching and learning informed by the Professional Learning to be circulated to community as appropriate.</p> <p>Students Clear and transparent discussion of staff Professional Learning and its implication on student teaching and learning is beneficial.</p>	<p>Email The School Administration System Home Google Drive Calendar</p> <p>Newsletter</p> <p>Verbal Materials</p>	<p>Leadership team to coordinate.</p> <p>Administration and Leadership team.</p> <p>Classroom teacher</p>	<p>1 week</p> <p>Within the term</p>
Rosters and timetables: including changes	Professional Learning Team Playground duty Library	<p>Staff Staff to be notified of changes prior to changes occurring.</p> <p>Parents/Carers/Community Parents to be advised of class timetable including specialist times, library and other regularly timetable activities.</p> <p>Students Classroom teacher to coordinate a daily schedule for students. Any changes to regular event to be included in schedule.</p>	<p>Email (include in Daily Notices) The School Administration System Home</p> <p>Note home Email</p> <p>Morning Assembly Class Timetable</p>	<p>Leadership team and Administration team to coordinate.</p> <p>Classroom teacher to coordinate.</p> <p>Classroom teacher to coordinate.</p>	<p>As soon as practicable.</p> <p>On the day</p>
Extra Curricular	Choir	Staff	Email	Co-ordinating staff	Prior to activity

<p>activities (logistics, occurrence etc)</p>	<p>International Competitions and Assessment for Schools Schools Sports ACT Limelight Band</p>	<p>Coordinating staff member to ensure all staff are aware of the activity to be offered to students. Logistical details to be communicated to staff prior to activity taking place.</p> <p>Parents/Carers/Community Parents to be provided with regular details in regard to scope and sequence for the term.</p> <p>Students Reminders of daily activities in daily notices. Students to notify coordinating teachers if they are unable to attend.</p>	<p>The School Administration System Home Playground Roster Daily Notices</p> <p>Bulletin Boards Morning Assembly Daily Notices</p> <p>Daily Notices</p>	<p>member</p> <p>Professional Learning Team to coordinate (Year level teachers and SLC)</p> <p>Students Staffing Coordinator</p>	<p>with sufficient notice (2-3 weeks suggested where possible)</p> <p>Reminder morning prior to event</p>
<p>Canteen</p>		<p>Staff Staff to be notified of and support successful application of lunch order processes. Staff to be notified of specials and menus and any changes. Staff to support Canteen staff in relaying messages to students.</p> <p>Parents/Carers/Community Canteen staff to coordinate regular communication with the community in regards to opening times, menus, specials and unforeseen changes. Canteen staff to coordinate appropriate signage to keep students informed.</p> <p>Students Students are expected to engage in polite communication with canteen staff. Posters and menu</p>	<p>Email</p> <p>Newsletter Email Notes home Facebook</p> <p>Posters Morning Assembly</p>	<p>Canteen Management Team</p> <p>Canteen Management Team</p> <p>Students Canteen Management</p>	<p>Within the week of occurrence</p>

		to be easily accessible for student use.		Team	
Technology usage	In class use, home use pertaining to school, tech issues	<p>Staff Staff to adhere to protocols surround responsible use of technology. Staff to be notified in a timely manner of technology issues that will affect day to day usage. Staff are expected to monitor and act on any use of technology which does not adhere to the ICT Code of Conduct within the school environment.</p> <p>Parents/Carers/Community Parents and carers are encouraged to notify the school if they have issues accessing Information Communication Technologies. The community is expected to engage in polite and respectful use of the technologies in regards to school matters, including the respect of images of others in the community.</p> <p>Students Students are expected to use technology in a polite and respectful manner at all times, including the respect of images of others in the school.</p>	<p>Email Verbal</p> <p>Email Phone</p>	<p>Information Technology Coordinator to coordinate.</p> <p>Parents and Carers</p> <p>Students</p>	
Excursions/ Camps	Excursion Incursion	<p>Staff Class teacher and Administration team to coordinate. Excursion process to be easily accessible to staff and referred to in regards to appropriate communication. Staff are expected to be responsible for distributing notes and ensuring they are returned to the front office on receipt.</p> <p>Parents/Carers/Community Letter sent to parents/carers during Term 1 with proposed venue and approximate costs. Parents to be advised on logistical and curriculum</p>	<p>Email Google Drive Teacher Induction Handbook</p> <p>Letter home Newsletter Calendar</p>	<p>Class teacher and Administration team to coordinate.</p> <p>Class teacher and Administration team to coordinate.</p>	<p>As per process</p> <p>Notes home 1 week prior</p>

		<p>details pertaining to the excursion via the note. Parents to provide permission and comprehensive medical details to the school prior to the due date. Medical plans are expected for students with complicated medical needs.</p> <p>Students Classroom teacher to instigate reminders and questions in regards to excursion. Students are expected to return a completed note before the due date.</p>	<p>Note home Morning Assembly Verbally from Teacher</p>	<p>Classroom teacher Parents/Carers Students</p>	
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