

# Communications Procedures: Families and Community



<b>Publication Date</b>	October 2021
<b>Review Date</b>	01 October 2022
<b>Related Department for Education policies, procedures, guidelines, standards, frameworks</b>	Department of Education Communication guidelines
<b>Related Riverbanks College B-12 policies, procedures, standards</b>	Grievance procedures
<b>Responsibility</b>	School Leadership and Governing Council

## Communications Procedures: Families and Community

### Rationale

At Riverbanks College, our aim is to create a thriving and inclusive learning community through developing positive partnerships between our school, our families, and the wider community. These partnerships will be supported by highly effective communication channels between school and home that helps support the presence, participation, and progress of their child at Riverbanks College.

By providing clear guidelines, we aim to maximise the effectiveness, clarity, and professionalism of all communications. All communication between the school and parents will be respectful, professional, and underpinned by our values of kindness, collaboration and belonging.

### Riverbanks College will:

- Create a culture of open, kind, and respectful communication that promotes stronger collaboration.
- Foster close communication between parents and the teachers of their children. We all work in partnership to support our children.
- Keep parents regularly informed about our expectations, and their children's activities and progress at school.
- Ensure there is well structured formal program of communication with parents, with both school and family responsible for ensuring there is effective communication outside these formal opportunities.
- Be inclusive in providing accessible information for all our families. We aim to provide materials in families first languages where possible and facilitate interpretation services when required.
- Uphold our obligations to consult with parents and students about learning adjustments and support.

### We expect our parents/caregivers will:

- Provide up to date contact details such as email address, phone, and postal address.
- Provide us with any information that is critical for us to know to best support their child, for example, student wellbeing issues, sickness, family concerns or bereavement. All information shared will be handled with sensitivity and confidentiality.
- Connect with the Parent Portal through Daymap.
- Read the school newsletter and other communication from the school.
- Participate within our school community by attending as many events at school as possible and connecting with teachers regularly.
- Work in partnership with the school to improve the progress of their children through open communication.
- Check social media or website for regular updates.
- Familiarise themselves with school policies and procedures which will be made available on the school website under the section 'Policy and Procedure' and made available at Reception on request.

## Formal Communication Program

### Daymap

Our learner management and communication platform.

### Social Media

Up to date information for parents and the wider community is posted on social media regularly.

### School Website

Assists in communicating with the immediate and wider community.

### School Policies

Developed by Riverbanks College in consultation with the Governing Council. They are available on the school's website or from Reception upon request.

### Parent Handbook

Provided to new families at the time of enrolment. Parents will be notified of any changes to school policy and procedures. A current version of the parent handbook is available on the school website.

### School Newsletter

Published fortnightly and distributed to families via Daymap (unless families request paper copies). Also posted on the school's website.

### Class Electronic Letter

Sent home by class teacher via Daymap at the commencement of term 1 and 3. It is a chance for the teacher to introduce themselves, open the lines of communication and outlines curriculum plan relevant to their class. (Study themes for the term, homework requirements and proposed excursions as well as opportunities for parents to participate in classroom activities).

### Parent Teacher Interviews

Formal interviews held twice yearly in terms 2 and 4 and at other times on request.

### Academic Reports (Written)

Issued twice yearly via Daymap at the end of terms 1 and 3.

### Information Sessions for Specific Purposes

Information sessions will take place as required for a variety of reasons such as inductions, transitions, camps, graduation.

## Communication with Individual Staff

When a parent wishes to talk to a member of staff, initial contact should be made using one of the following approaches:

1. Contact the school, either by phone, email or Daymap and request for the staff member to contact you to arrange a suitable meeting or phone conversation time. Please remember that teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on duty.
2. Contact the appropriate teacher via email, Daymap or Seesaw for pre-school and begin communication through these channels.

Staff will attempt to contact families within the scope of their school day, this will most likely happen in the hour before school starts or in the 2 hours after school finishes. When you contact a staff member, we will aim to respond as soon as possible. Our commitment is that you will receive a response within 48 hours.

If you are not satisfied with the outcome after appropriate communication, then please refer to our [grievance procedures](#) for next steps.