

Communications Procedures: Families and Community



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Related Department for Education policies, procedures, guidelines, standards, frameworks	Department of Education Communication guidelines
Related Riverbanks College B-12 policies, procedures, standards	Grievance procedures
Responsibility	School Leadership and Governing Council

Communication Procedures: Families and Community

Rationale

At Riverbanks College, our primary objective is to cultivate a thriving and inclusive learning community by fostering positive partnerships among our school, families, and the broader community. The foundation of these partnerships relies on highly effective communication channels between the school and home, aimed at supporting the presence, participation, and progress of every child at Riverbanks College.

To maximise the effectiveness, clarity, and professionalism of all communications, we provide clear guidelines. All interactions between the school and parents will be conducted in a respectful and professional manner, aligned with our core values of kindness, collaboration, and belonging.

Riverbanks College commits to:

- Creating a culture of open, kind, and respectful communication to enhance collaboration.
- Fostering close communication between parents and their children's teachers, emphasizing a partnership approach to support our students.
- Regularly informing parents about our expectations, as well as their children's activities and progress at school.
- Establishing a well-structured formal communication program with parents, with both the school and families responsible for ensuring effective communication outside these formal opportunities.
- Ensuring inclusivity by providing accessible information for all families. We aim to offer materials in families' first languages whenever possible and facilitate interpretation services when required.
- Upholding our obligations to consult with parents and students regarding learning adjustments and support.

We expect our parents/caregivers will:

- Provide up-to-date contact details, including email address, phone, and postal address.
- Share any critical information necessary for us to best support their child, such as student well-being issues, sickness, family concerns, or bereavement. All shared information will be handled with sensitivity and confidentiality.
- Connect with the Parent Portal through Daymap.

- Read the school newsletter and other communications from the school.
- Actively participate within our school community by attending as many school events as possible and connecting with teachers regularly.
- Work in partnership with the school to enhance the progress of their children through open communication.
- Check social media or the website for regular updates.
- Familiarise themselves with school policies and procedures available on the school website under the section 'Policy and Procedure' and at Reception upon request.

Formal Communication Platforms

- Daymap: Our learner management and communication platform.
- Social Media: Regularly updated information for parents and the wider community is posted on social media.
- School Website: Assists in communicating with the immediate and wider community.
- School Policies: Developed by Riverbanks College in consultation with the Governing Council. 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 policies 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 the class teacher via Daymap at the commencement of term 1 and 3. A chance for the teacher to introduce themselves, open lines of communication, and outline the curriculum plan relevant to their class.
- Parent Teacher Interviews: Formal interviews held twice yearly in terms 2 and 4 and at other times on request.
- Academic Progress Reports (Written): Issued termly via Daymap at the end of term.
- Information Sessions for Specific Purposes: Sessions will take place as required for various reasons such as inductions, transitions, camps, graduation.

Communication with Individual Staff

When a parent wishes to talk to a staff member, they should initiate contact using one of the following approaches:

1. Contact the appropriate staff member via email, Daymap, or Seesaw for pre-school, primary, and Inclusive Education classes and commence communication through these channels.
2. If you are unsuccessful in reaching the member of staff directly, please contact the school by phone, email, or Daymap. Request that the staff member contact you to arrange a suitable meeting or phone conversation time. It's important to note that teachers may not be available to answer phone calls or come to the office during teaching time or while on duty.

When contacting a staff member, we aim to provide a timely response. Our commitment is to ensure that you receive a reply within 48 hours. In our ongoing commitment to maintaining timely and open communication with families, staff members are expected to make diligent efforts to return calls and respond to messages within the scope of their school day. If this is not feasible during regular hours, outreach may occur in the hour preceding the start of the school day or within the hour following the conclusion of the school day.

Should you find the outcome unsatisfactory after appropriate communication attempts, please refer to our grievance procedures for guidance on the next steps.

Your cooperation in adhering to these communication and response guidelines is greatly appreciated.

Best regards,