



COMMUNICATION POLICY

SOUTHERN CROSS EARLY CHILDHOOD SCHOOL

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is essential. We recognise that it can often be difficult communicating with teachers because they have a very full timetable, and we recognise that parents and carers also have very busy lives.

COMMUNICATION

CONTACTING THE SCHOOL

Communication by email or via the main front office number are the preferred methods.

- > An email or personal message via Seesaw to the class teacher should be used for all non-urgent enquires. Emails/messages may be read and responded to at various times of the day/week, particularly for our part-time staff.
- > For urgent information sharing, the best way would be to phone the front office. If this is not possible, an email to Nicole (nicole.emerton@ed.act.edu.au) AND a member of the leadership team AND the class teacher may ensure the message gets passed urgently to the people who require the information. Addressing the email to multiple people will help us to respond if we have staff on unexpected leave. A quick message at the Morning Muster is also a way to communicate to the class teacher, however we note that some children may be accessing before school care and parent/carers may not have this opportunity.

Teachers want to respond to parent enquiries at the earliest opportunity and will do their best to do so, however, the majority of teachers time is taken up teaching and preparing for lessons. Teacher responsibilities extend beyond the classroom, and they may be unable to respond to you on the day an enquiry is made. We have also agreed with staff that there is no expectation to respond to enquiries during their personal/family time.

TELEPHONE

Please use the main reception number (6142 0020) to leave a message for a teacher to contact you:

- > Reception staff will relay messages to teachers as soon as possible.
- > If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- > We will try to respond to you within three working days, if not sooner.
- > Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Please use staff email addresses or use the personal message function in Seesaw if you need to contact staff directly:

- > Teachers are not in a position to check emails/Seesaw consistently throughout the day and the school does not expect work emails to be checked during a teacher's personal time.
- > We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

MEETINGS

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- > In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 1. Classroom Teacher (if query is relevant to learning or social challenges)
 2. Executive Teacher (if query is relevant to behaviour, learning or social challenges)
 3. Deputy Principal
 4. Principal
- > Meetings should always be pre-arranged with members of staff.
- > If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- > For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

We have many different ways of sharing information with you. We are hopeful that one of these communication methods works for each family in our school so that everyone has access to the information they need.

Phone: If there is an urgent conversation or notification that needs to be communicated with a child's family, we will contact you via phone. We encourage families to listen to any messages that we leave as it may be a situation where we notify you of a situation that may not need any follow up from the family. If we need to speak to you, we will leave a message asking you to call back and we will let you know if we intend on contacting the second or emergency contact listed.

Newsletters: The school newsletter is emailed to families each Monday of even weeks (week 2, 4, 6, 8 and 10).

Seesaw: Class teachers and leaders will post messages, learning and updates through Seesaw. Your child's teacher will advise once they start using Seesaw.

Email: If you wish to contact your child's teacher directly, you are welcome to send an email or call Nicole at reception who can support you to make contact with the teacher.

Facebook: We share learning and special events via Facebook. Our school P&C also have their own Facebook page where they share events and information.

Morning Muster: Each morning our teachers will be out in the outdoor learning environment at 8:55am. This is an opportunity for any quick messages you might have for the teacher that will support your child's day.

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. This information can also be found on the school website. You can find our Facebook page by searching Southern Cross Early Childhood School.

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing nicole.emerton@ed.act.edu.au and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

CONTACT INFORMATION

School Reception	Ph: 61420020 nicole.emerton@ed.act.edu.au info@scecs.act.edu.au
School Website	https://www.scecs.act.edu.au/
ACT Education Website	www.education.act.gov.au
Feedback and Complaints	Ph: 6205 5429 www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries