

Communication at Bendigo Primary School.

Our aim is always to work in a positive partnership with you to support your child to 'Be their best'. Having regular, respectful communication between home and school is important in building and sustaining that positive partnership.

Our school values are Respect, Responsibility and Kindness. We expect that all communication between staff, students and parents/carers will reflect and uphold our school values.

Addressing problems and concerns.

If there is a problem or we have a concern about your child, we will get in touch with you. We ask that you do the same, if you have a concern, please get in touch with us so we can work together to address it. Problems and worries that are not addressed early sometimes grow into even bigger, more complex problems that are harder to address and solve. You might also like to read our 'Feedback and Complaints' policy available on our website- <https://tinyurl.com/ycx3n3d3>

When approaching us about a concern you have, or to follow up something that your child has told you, please remember to always let your child know that you will be asking the school for more information about what happened. When we follow up at school after a problem between students, we always talk to the students involved to find out more. Your child is well placed to give their point of view, thank them for confiding in you and letting you know how their day was, and remind them that you will check in with the school, as we work together to sort out problems.

How long until a staff member replies?

When a staff member receives a message or email, they will respond acknowledging receipt of the message during their working hours, within 24 hours. The staff member will then organise to follow up, as appropriate, by the end of the next day.

Part time staff members will respond and follow up, using the same time frame, on their next working day.

What do we use to communicate with our school community?

EMAILS.

How we use it.

Staff might email you individually about your child, or they might email the whole grade, or a particular group of families as their children are all involved in an event, such as an inter-school sports day.

How you will use it.

You can email staff at their @education email address to ask questions about your child or a classroom/whole school event and to request a time to meet.

FACE TO FACE.

How we use it.

It is always a pleasure to have your assistance in our classrooms and at school events so keep an eye out for requests for assistance. A reminder that anyone volunteering at our school must have a current Working with Children Check.

Each term we meet with caregivers and students for goal setting meetings. These meetings are an important way for us all to share information about how your child is going and what their next steps in learning are to keep making progress.

Staff might also request a face-to-face meeting to review a child's Individual Education Plan, to share concerns about a child's behaviour/progress, or to celebrate great learning.

How you will use it.

You can contact a staff member to request a face-to-face meeting for any of the above reasons too. These conversations are important and should not be made 'on the doorstep' when you are dropping off or collecting your child. Teachers are getting ready for the start of the day before school and don't have time for a 'quick chat' - as they very rarely are quick chats!

FACEBOOK and INSTAGRAM.

How we use it.

Our school Facebook and Instagram page/s are used to advertise school fundraising events, provide reminders about whole school events such as welcome BBQ, reminders about school camps/excursions, share photos of our students learning and to share information about community events that might be of interest. Student photos are posted with the permission of their parents/carers and are not to be copied and reposted from school posts.

How you will use it.

You can 'Like' and comment on posts and share posts to spread the word about fundraising events and our fabulous school. We expect that our school values will also be upheld in online spaces, Facebook and Instagram are not the places to raise your concerns or post negative comments. Please see our 'Feedback and Complaints' policy- <https://tinyurl.com/ycx3n3d3>

MESSAGING VIA THE SCHOOL MOBILE PHONE.

How we use it.

The school mobile phone is used to message parents/carers when-

- A student has received a time out and is bringing home a time out letter.
- A student's medication and/or medical management plan, is out of date, finished and needs replacing.
- A parent/carer has a meeting coming up at school and we text a reminder.

How you will use it.

To respond to a text sent by a staff member.

NEWSLETTER.

What is it?

Our newsletter is published online at the end of every week. You will receive an email with a link to the newsletter each week.

How we use it.

Our newsletter contains information about-

- important dates, including student free days.
- classroom events, photos, student work samples and information about learning.
- Parents & Friends updates.
- Policy updates and changes.
- Whole school information such as, why we are using a certain program.
- Community events.
- What's happening in our garden and working bee arrangements.

How you will use it.

It is important that you read the newsletter each week so you can keep up to date with whole school information. Each 'page' contains information you will find helpful and informative.

- 'Hello from Carolyn' is information from our principal, Carolyn Tavener. This might include updates about whole school events, programs, procedures and policies, our school improvement work and how you can be involved.
- The calendar page tells you what is happening and when, and also, which grades are hosting our Friday assemblies.
- The 'Hello from our teachers and students' section might include photos of students learning in their classrooms, photos of student work and information about the classroom learning.
- Specialist teachers might also add to the newsletter using the following pages- 'Hello from PE', 'Hello from the Music Room', 'In our Garden', 'Hello from Art' 'Hello from the Kitchen'.
- 'Parents & Friends' keeps you up to date with activities our P&F group are organising and also contains information and ideas for activities to do in Bendigo on weekends or holidays.
- 'Outside of School Hours care' contains updates from our YMCA OSGC service.
- 'Child Safe Standards' page provides important information about how we are meeting the Child Safe Standards at our school.

- 'In our Community' is a space where you can find out about events happening locally such as sports your child/ren could be involved, cultural events etc.
- 'Advertising' is exactly what it says!

PHONE CALLS.

How we use it.

We will call you if your child has seriously hurt themselves and we always give you a call when they have hurt/bumped their head.

If your child has been involved in a serious incident in the yard or classroom, for example, they may have been hurt, hurt someone else or witnessed something upsetting, we aim to contact you as soon as practical, ideally, that will be on the same day. When something complex has happened, staff prioritise making sure students are safe and feeling okay. Sometimes it takes time for us to get all the details we need, as soon as we are able to, we will be in touch with you.

We will call you to follow up re. a missing permission note or medical form, medication needing replacement or to make a time to meet.

How you will use it.

You can call and leave a message for a staff member or to pass a message on to the office, or to return a call from us.

SENTRAL.

What is it?

Sentral is our whole school management system.

You can visit <https://youtu.be/6rMj-GP8pto> to learn more about Sentral.

You will need to download the Sentral app and connect to our school. We will give you an access key that connects you to our Sentral system and your child's information.

How we use it.

Sentral is an important communication tool at our school.

We use it to-

- Send notifications and information about camps and excursions.
- Send notifications about student absences.
- Send reminders about school events and permissions that are due.
- Set goal setting meetings with parents/carers.
- Send home student mid-year and end of year reports.
- Send a notification if your child has received first aid.

How you will use it.

You will use it to-

- Let us know why your child is absent on the day. You can also let us know of an absence in advance.

- Check your child's attendance percentage.
- Book goal setting meetings.
- Access your child's mid-year and end of year reports.
- Return permissions and information required for camps and excursions.
- Receive a notification that your child has received first aid.