

5th March 2015

Primary Communication Processes

Dear Parents,

I am taking this opportunity to clearly explain our procedures around communication. Please note that this is outlined through the following avenues at Gilson College:

- The enrolment process
- Orientation process
- Parent information Evening and Parent information Booklet (annually)
- Student diaries /planners and Student Handbook.
- College Website

Communication Forms

We believe communication between parents and the College is very important so we have put in place the following methods of communication to assist parents and families to be well informed about how our school program runs, as well as the reasons for these processes. Our students' wellbeing and safety is our first priority.

Teacher communication might include:

- A written message or note in your child's diary/planner - these are checked on a regular basis
- Email - Every staff member's email is their firstname.surname@gilson.vic.edu.au
- Phone call / voice message - please note, teachers cannot take calls during class time so you will be transferred to a message bank.
- Face to face appointment – contact the office or email the teacher directly to make an appointment

Teachers will endeavor to reply to communication within 24 - 48 hours. Teachers may have other responsibilities during lunch and recess times or after school, which means that they may not receive or be able to respond immediately, however it will be as soon as they are able. It is not reasonable to expect a reply to communication after hours – 5.00pm onwards, however a teacher may choose to do so. This is the exception, not the rule. Teachers are involved in professional learning and staff meetings until 5.00pm every Tuesday and Wednesday afternoon, so they are unavailable during these times.

We would ask that all parents respect the learning time between 8:50am and 3:20pm. We like to minimise interruptions to the regular timetable and flow of learning.

Formalised School Communication

- **Email** Please ensure you have your email address updated with the College office
- **Skoolbag app** – Please ensure that you have downloaded this app as a useful resource of information prepared by teaching staff and leadership. Newsletters and alerts are uploaded to this app regularly.



- **Newsletters** are emailed out weekly and are also accessible on the Skoolbag app as well as our College website.
- **Parent Information Nights** – these occur throughout the year across all year levels for various reasons. Eg. Canberra Information Night for Year 6, Maths Fun Nights, etc.
- **Parent/Teacher interviews** – these occur at the end of Terms 1 and 2. You will be notified of how to make a booking for these by email.

Other Forms of Communication

Facebook – This is another form of communication set up by Parents and Friends to clarify the newsletter information or ask questions about school events and processes. This is not the location to communicate with teachers or other parents about concerns you may have about your child or the school.

If you do have a concern or question about your child or the College, the following steps will assist you.

- **FIRST** - contact your child's teacher. In most situations your teacher will be the main point of contact at the College if you are in need of further clarification of an issue or a concern.
- The next point of contact is the Level Leader. They are as follows:
 Foundation – Mrs. Tuaoi
 Years 1 and 2 – Mrs. Holland
 Years 3 and 4 – Miss Pratt
 Years 5 and 6 – Ms Sharma
- Next point of contact is the Deputy Head of Primary. Mrs. Robinson can be contacted by email (marcia.robinson@gilson.vic.edu.au) or through the College office. Mrs. Robinson may be able to assist you if you have concerns you wish to discuss and you feel they have not been resolved at the teacher/level leader level.
- The Head of Primary, Mrs. Delvin, is available to support you in any discussion once Teachers/Level Leaders/Deputy HoP have been contacted. Appointments can be made via the office or via email (raelene.delvin@gilson.vic.edu.au) outlining the purpose of the meeting.
- The Head of Campus and the Principal - these appointments are made via the College office. However it would be assumed that the Teacher, Level Leader, Deputy HoP and HoP have been spoken to before going to this level.

We hope this outlines clearly our communication expectations and processes. Our teachers are there to assist you and will often provide you with the most specific answers for your questions regarding your child. Always speak with your child's class teacher first.

Kind Regards



Mrs. Raelene Delvin
 Head of Primary – Taylors Hill Campus