

Hurstville Grove Infants School - Communication Protocols 2021



Communication at our school

Hurstville Grove Infants School is committed to effective communication with our parents and community. This communication takes a number of forms outlined below.

What is it?	What goes in it?
'Around the Grove'	The school newsletter is a reminder about school procedures, messages from the Principal, information about upcoming events, activities and excursions.
Notes	Notes about school activities and events are sent home as required. Notes that are for small groups of students will be sent home as a hard copy. Notes for a whole grade, stage or the school will be sent home through 'Skoolbag' and updated on the Website.
'Skoolbag'	Our School newsletter, notes and other 'notices' are sent through 'Skoolbag'. Parents are able to explain their child's absence when and also update their contact details when required.
School Website	The website contains notes that have been sent home, the school newsletter and general information about our school. It is designed to be an 'online information book' which is usually updated as required. Parents are able to pay fees through the "Make A Payment" button.
Facebook	Our school Facebook page is used to celebrate and share student achievement and showcase many of the exciting things taking place at Hurstville Grove IS. The page is also used to post announcements or reminders. Visitors to our Facebook page need to comply with our 'Rules of Engagement'.
SeeSaw	Staff share their student's work or their classroom experience using SeeSaw. This is not an expectation of staff and is done so at their own discretion. If teachers use SeeSaw, they will post on the common wall only. No private messages will be sent through this App. Any parent questions or issues that may require ongoing follow up should not be addressed through SeeSaw . These enquiries need to go through the school's official email addressed to the teacher. If the issue is urgent, parents need to contact the school by phone.
School Email	Our school email is only checked twice a day. Questions or concerns raised through email will be responded to within 2 working days. For this reason, if the issue is urgent parents need to contact the school by phone on 9580-5361.

Raising Concerns

All members of staff at Hurstville Grove Infants School are committed to supporting and extending all students in all areas of school life. In particular, staff members are more than willing to discuss with parents the progress or wellbeing of their child, or to raise matters concerning actions of other students, DoE policy or school practice, or concerns about actions of staff.

So that staff members can give parents an opportunity to raise questions or concerns in an appropriate setting and at a convenient time for both staff and parents, we have set out the following guidelines.

Concern	What Should I do?
The academic progress of my child	Directly contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.
The wellbeing of my child	For minor issues directly contact your child's teacher to clarify information. For more serious concerns, contact office by phone or email. State the nature of concern and the school will arrange a suitable time to talk with the appropriate staff member. To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office by phone or email.
Actions of other students	Contact the class teacher for a classroom and playground problem. They will arrange a suitable time for you to talk with the appropriate staff member. If issues continue, please contact the office to arrange a meeting with the school Principal.
Department policy or school practice	Contact office by phone or email. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member.
Actions of a staff member	Contact the office by phone or email and arrange a time to discuss your concerns directly with the Principal.