

## Bullet Pointed Summary of Communications Policy

- All communication at Giant Steps Tasmania, is open, honest and respectful.
- The school website contains information about the school, staffing, curriculum, events, the school calendar and community involvement and the weekly newsletter
- The School's Facebook page celebrates upcoming and important events.
- The StoryPark App is used for information about students' learning activities and parents can contact staff using this App during normal working hours.
- Communication Books are used for fast and informal contact with parents/carers and respite accommodation. Parents/ Carers and respite accommodation can use the Communication Book to raise matters of celebration or concern with the school.
- All written communication from parents/ carers is acknowledged in writing (email or SMS within 24 hours and mail within 3 working days).
- Parents are encouraged to contact the school office and teachers by phone or text message. Parents know that school staff **are not** available outside of normal working hours and that messages cannot be carried by bus drivers or bus supervisors.
- Parents/ Carers are contacted in writing regarding IEP meetings.
- Written reports against IEP goals are sent to parents/ carers twice a year
- Parents/ carers provide the school with updated information about students twice a year.
- Teachers respond promptly to phoned requests for information or appointments, acknowledging calls within 24 hours and keep a record of their contact with parents/ carers, respite homes and schools where students are dual-enrolled.
- Front office staff answer telephone calls promptly, using professional responses with a friendly manner and return telephone messages within 24 hours.
- Front office staff pass on messages to relevant staff on the day the message is received.
- Front office staff respond promptly to verbal or written requests for information or appointments, sending the information requested within 3 days.
- Giant Steps Tasmania has a Parents Group which meets regularly with Principal and staff.
- Information for Staff is disseminated through: the staffroom Whiteboard, email, Professionals' Meetings, Staff Meetings with the Principal and Class Team Meetings
- Staff contact the Lead Teacher before 7.30 am by phone or SMS if they are unable to attend work.
- Staff submit reports of student incidents, accidents or causes for concern promptly and on the appropriate forms and the Principal follows these up with staff.
- The Principal gives feedback to teaching staff following lesson observations.
- Staff receive training on how to be positive communication partners to non-verbal students.
- There is a Student Council which meets regularly with the Principal to discuss issues of importance to students.
- The Principal prepares an Annual Report for the school community which is uploaded to the website.

**This policy is given to parents/ carers at enrolment and is on the website.**