Digital Communication Policy

Scope

The purpose of this policy is to provide clear instruction and definition for digital communication between parents/caregivers and staff at Hawthorndene Primary School.

Rationale

Hawthorndene Primary School and The Department for Education recognise the importance of digital technologies and communication to meet the operational needs of the school. At Hawthorndene Primary School, we encourage open conversation that is based on trust and understanding. Being open to different perspectives, being reflective and being patient can help us achieve positive digital communication all in the name of helping our students grow and achieve in a positive learning environment.

Aim

The aim of this policy is to:

- clearly express the school's commitment to positive use of digital communication

- establish clear expectations for both staff and parents/caregivers in the use of digital methods as a communication tool

- implement a policy which maintains a safe workplace for staff and supports them to effectively balance professional and personal time

Communication types and usages

Audiri
The Audiri app is used as the primary method of digital communication for whole school information and events.

- information presented on this app comes directly from the Front Office team and is primarily posted at 9am, noon and 3pm

- information is presented in the body of the post and/or attached as a PDF document

- the 'Forms' function of this app allows absence information to be sent to the Front Office

Seesaw

Seesaw is a tool that educators use to engage families with learning and create a partnership between school and home

- classroom and specialist teachers will post shared and individual examples of learning experiences

- parents/caregivers can access individual student pages (journals)

- parents/caregivers can comment and provide feedback on individual learning samples (journals)

Email

Email is used to directly communicate with classroom teachers, specialist teachers and Leadership.

- email addresses are made available via welcome letters at the beginning of each school year or can be obtained via the Front Office

EdSmart

EdSmart is a program used to automate administrative tasks and streamline processes while maintaining security, privacy and compliance.

- emails will be sent via EdSmart when relevant to groups of students/families

- emails about specific topics (ie. behaviour concerns) will be written and sent by Leadership staff

- emails regarding administrative information (ie. Enrolment information) will be sent from the Front Office staff

Website

The official school website is a public source of school information and can be found at https://hthdeneps.sa.edu.au or by searching Hawthorndene Primary School.

Facebook for Parents and Friends Committee

An official FB page is used by the Governing Council affiliated committee of P&F to build community connections, foster friendships and develop a support network within the school community.

- the page is monitored by administrators from the school and P&F committee

- members to the page need to be parents of current students

- membership to FB is voluntary

- each class has its own group within the FB page which is monitored by the classroom representative members of P&F

- this is NOT the OFFICIAL communication page of the school and should be considered social communication only

HEJA sports management app
The HEJA app is used by out-of-school-hours sports coaches to manage sporting teams.

- registered players will be sent an access code, sent out by coach for families to register to the appropriate team
- all team information is communicated via the HEJA app including practice times, game times and rosters etc.
- communication can be sent between team members via messaging capabilities within the app

Roles and responsibilities

Principal
- Make sure:
    - the school's policy has been endorsed or ratified by governing council and is clearly communicated and accessible to all staff and families
    - there is a process for regular review of the school's local policy
    - processes are in place for monitoring communication use by all members of the school community.
- Enforce the policy and responses to instances of non-compliance

School staff
- communication is clear, concise; are you simply providing information or seeking a response?
- communication is respectful and constructive; if it relates to a concern or problem, the focus must be on understanding the problem and working towards a solution
- will not respond to offensive, abusive or aggressive digital communication. This will be sent to Leadership to respond accordingly
- will check their emails regularly during working hours when not interfering with teaching and learning time
- will generally respond to emails within 2 working days and during working hours (8am-4pm M-F during school terms)
- may choose to post to Seesaw or send/respond to emails outside of working hours but will do so at times reasonable to families
- leadership will monitor P&F FB page and respond to any inappropriate comments by deleting and reporting to FB if necessary

Parents/caregivers

- communication is clear, concise; are you simply providing information or seeking a response?

- communication is respectful and constructive; if it relates to a concern or problem, the focus must be on understanding the problem and working towards a solution

- communication is directed to the correct staff member ie. Learning communication to classroom teacher, queries about school events to Front Office

- communicate absences, lateness, early departures, changes to pick up arrangements, forgotten items through the Front Office via phone or email. Contact information available on the school website

- provide updated contact information via the enrolment process and notify the school of any changes

- encouraged to download Audiri/Seesaw and engage regularly with these apps, the school website and email communication to ensure you are well informed.

- ensure that official school communication is sourced from Audiri, Seesaw, email and the school website. Do not rely on the P&F FB page or other non-endorsed social communication pages

Policy review date: 2025