

COMMUNICATION POLICY

GUNGAHLIN COLLEGE

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable, and we recognise that parents and carers also have very busy lives.

CONTACTING THE SCHOOL

Communication by email to the relevant staff member is the preferred method of communication.

Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so; however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

TELEPHONE

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist, who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not sooner.
- Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day, and the school does not expect work emails to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.
- If staff have not responded within three working days, please send a reminder email and/or contact reception to see if there is another staff member who may be able to support you.

MEETINGS

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child to arrange an agreed meeting time:

1. Classroom Teacher (if the query is relevant to a specific subject/class)
2. House Coordinator (if query relates to multiple subjects, more general in nature or student wellbeing related)
3. Careers (if the query is relevant to Careers and Transitions)
4. Front Office Team (if the query relates to payments or other administrative issues)

5. Director of the relevant Faculty area/Business Manager (if the query is more complex)

Please note:

- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance, if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

Our preferred method of contacting you is via email (the preferred email address provided) and/or telephone.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including our [What's On](#) fortnightly newsletter, Parent Forums, Student Progress Reports, Student Learning Conferences (parent-teacher interviews) and Semester Reports.

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and general educational information. You can connect with us on [Facebook](#) and [Instagram](#). This information can also be found on the [Gungahlin College Website](#).

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing GungahlinCollege@ed.act.edu.au and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

CONTACT INFORMATION

School Reception	Ph: +61 2 6142 1000 or GungahlinCollege@ed.act.edu.au
School Website	https://www.gungahlincollege.act.edu.au
Staff/Teachers	Individual teachers/staff email in the format: Firstname.surname@ed.act.edu.au
School Student Absences	GNGCabsences@ed.act.edu.au
Student Wellbeing	GNGC.<HOUSENAME>@ed.act.edu.au (e.g. GNGC.Orion@ed.act.edu.au)
Certification	GNGC.certification@ed.act.edu.au
School Career and Transitions	https://www.gungahlincollege.act.edu.au/careers or GNGC.careers@ed.act.edu.au
School concern	https://www.gungahlincollege.act.edu.au/contacts/do_you_have_a_concern
ACT Education Website	www.education.act.gov.au
ACT Education Directorate Feedback and Complaints	Ph: 6205 5429 or visit www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries