



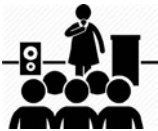






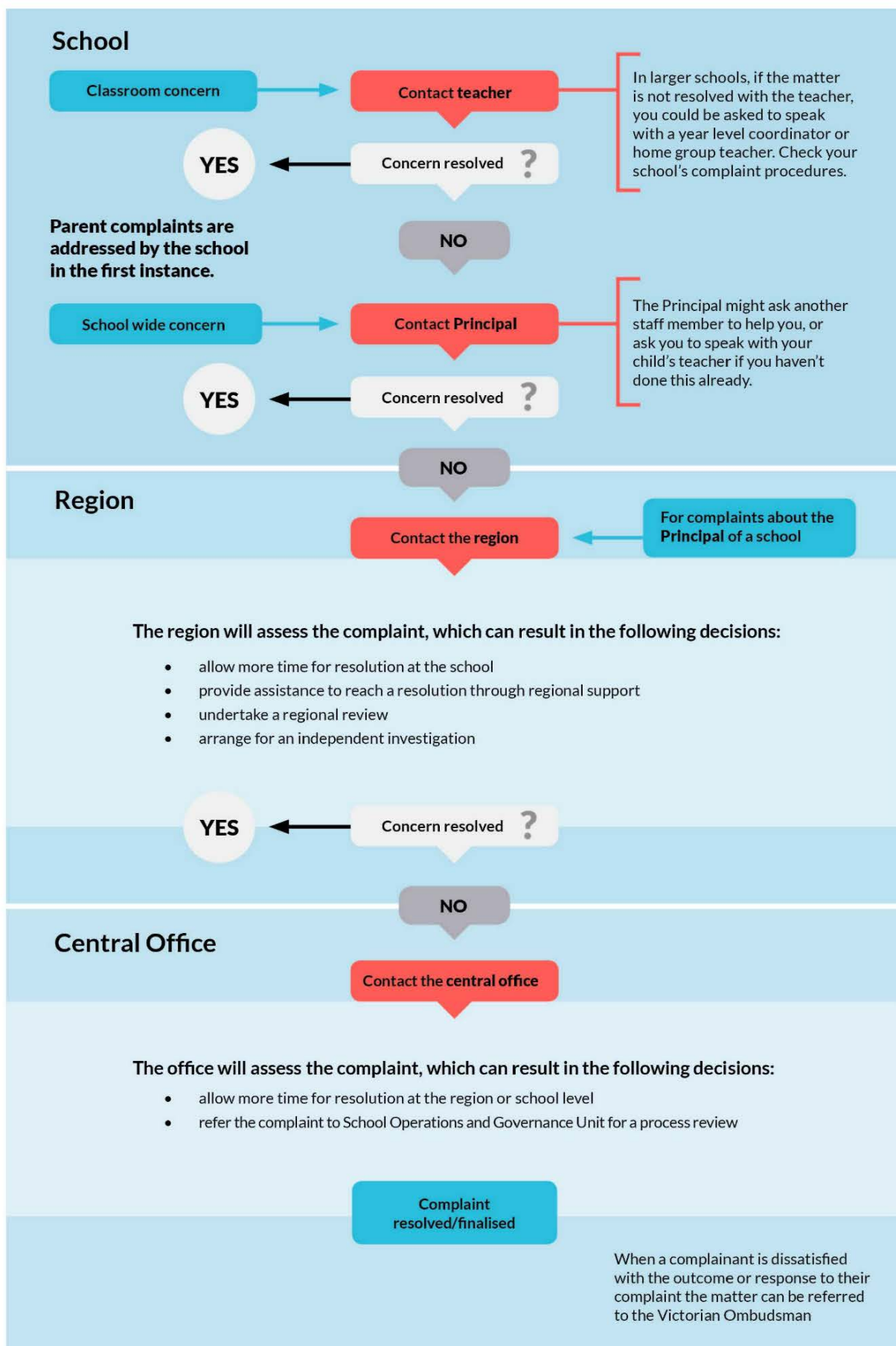


# CWPS Communication Channels

Image	Channel	Purpose
	<b>Newsletter</b>	<ul style="list-style-type: none"> <li>• Key information about CWPS activities</li> <li>• Calendar of important dates</li> <li>• Published fortnightly during term</li> <li>• Highlights school and student achievement</li> </ul>
	<b>Website</b> <a href="http://www.cobw.vic.edu.au">www.cobw.vic.edu.au</a>	<ul style="list-style-type: none"> <li>• Detailed information about CWPS</li> <li>• Documents including newsletters and policies</li> <li>• Home learning (under learning teams)</li> </ul>
	<b>Compass</b> Free in app store Direct web link via school website	<ul style="list-style-type: none"> <li>• Reporting attendance</li> <li>• Payments (essential items, nurse)</li> <li>• Consent and payments for excursions</li> <li>• Reminders and updates</li> </ul>
	<b>Office counter</b>	<ul style="list-style-type: none"> <li>• General and enrolment queries</li> <li>• Payments that cannot be made via Compass</li> <li>• Student attendance (late arrivals/early departures)</li> </ul>
	<b>Assembly</b>	<ul style="list-style-type: none"> <li>• Communications to students and parents – student led</li> <li>• All communications repeated in newsletter</li> <li>• Student recognition (certificates)</li> </ul>
	<b>Notes home</b>	<ul style="list-style-type: none"> <li>• Where written reply from families required</li> <li>• Reminder sent via Compass and Apps</li> </ul>
	<b>Apps used by teachers (e.g. Seesaw)</b>	<ul style="list-style-type: none"> <li>• Student day/progress updates</li> <li>• Grade newsletters and updates</li> <li>• Messages between teachers and parents</li> </ul>
	<b>Direct contact with Teachers</b>	<ul style="list-style-type: none"> <li>• Parent-teacher interviews and information nights as per school schedule</li> <li>• As needed to discuss issues or feedback, arrange via Office Team (<a href="mailto:coburg.west.ps@edumail.vic.gov.au">coburg.west.ps@edumail.vic.gov.au</a>)</li> <li>• As per the flowchart – see page 2</li> </ul>
	<b>CWSC Facebook page</b>	<ul style="list-style-type: none"> <li>• Operated by CWS Community Group (NB: the school does not have a Facebook page)</li> <li>• Information re CWS Community Group activities</li> <li>• Posts shared by community members</li> </ul>
	<b>CWSC email group</b>	<ul style="list-style-type: none"> <li>• Meeting invites, minutes, organisational emails</li> <li>• Sent to parents and carers who have opted in to the CWS Community Group mailing list</li> </ul>
	<b>Class Representative Program</b>	<ul style="list-style-type: none"> <li>• Parent volunteers as Class Representative</li> <li>• Families opt-in to class email list for communication (including invites to social events and activities)</li> <li>• Teachers can ask Class Rep to coordinate help</li> </ul>

# Compliments, Feedback and Complaints Policy Flow Chart



To access the Compliments, Feedback and Complaints Policy, visit:

<https://www.cobw.vic.edu.au/page/167/Policies>