



## COMMUNICATION POLICY AND GUIDELINES

### Purpose

The Communication Policy focuses on the following:

- Building positive relationships between home and school and the community based on mutual respect and trust that results in success for all students
- Ensuring the wellbeing of students and improvement of their learning outcomes

### Guiding Principles

The Communication Policy aims to:

- provide a framework for effective communication  
create co-operative teamwork and partnership between school, parents/carers and students and the community
- assist the best learning outcomes for students
- ensure that our values are reflected through effective communication

Effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where information is clear and accurate. Communication needs to be related to student performance, wellbeing and behaviour, as well as school related issues. Communication should be respectful, timely and relevant, allowing for open and honest interaction.

### Definition

This policy refers to the following forms of communication:

- telephone conversations
- verbal conversations (face to face)
- emails
- official letters & notes home
- term/year planner
- school website
- newsletter
- Seesaw
- P&C and School Board meetings
- School Facebook page

### Promoting respectful relationships:

Every student, staff member and parent/carer has the right to feel safe and be safe at school. This is achieved by:

- being kind and treating others as you would like to be treated
- teaching students about respect and appropriate relationships as part of the Western Australian Curriculum. Students are expected to maintain positive behaviour in their school community





- staff working with their school community to create positive behaviour models and deal appropriately with students who violate the rights of other students and staff
- parents/carers encouraging, promoting, and modelling good behaviour and respect for others at home, school and in their communities
- maintaining confidentiality

### **Communicating well**

There is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful. Verbal and/or physical aggression or threats, offensive language, and derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable. School staff are not expected to respond to communication that is unacceptable, and these will be directed to the principal or regional office.

### **What parents can expect:**

- Communication from the school via Formal Reports, Seesaw, Emails, Newsletter
- Update notes/permission slips and information sent home in a timely fashion
- Class information sessions in Term 1
- Student formal reports sent home at the end of each semester
- Opportunities to meet with the classroom teacher by appointment
- Notifications of any serious single issue or ongoing issues concerning their child
- Opportunities to provide feedback via surveys (every second year)
- Parent communications responded to within 2 working days
- Assemblies as scheduled at the commencement of each year
- Teachers at Creaney Primary School may at times, communicate more frequently through Seesaw, however this is at the teachers' discretion

### **What parents cannot expect:**

- With a classroom/playground related issue - Direct communication with a member of Admin BEFORE communicating with the class teacher
- School staff returning calls after work hours (i.e. after 4:00pm) or during school vacation periods
- Emails/Seesaw to be answered after work hours or during school vacation periods
- Emails/Seesaw to be answered during teaching time
- Access to teachers' private phone numbers or email addresses
- Academic discussion with teachers about your child during class learning time, i.e. after 8:20am and before 3:00pm, unless an interview has been prearranged
- Daily or weekly updates regarding their child's ongoing progress at school





#### **When should you contact your child's teacher?**

- Safety issues or changes in behaviours at home
- If you have concerns with academic or social progress
- When you can't keep a scheduled appointment
- Positive feedback to the teacher

#### **What must be communicated to the school office:**

- Changes in family circumstances
- Medical issues that change or arise
- If your child has a communicable disease (head lice, chicken pox, etc.)
- When your child is home sick or any planned absences
- Any issues relating to custody or access
- Change of address or contact details

#### **Any immediate information for the teacher, parents please:**

- Speak to the teacher between 8:20am and 8:35am (for messages less than one minute)
- Send a note or call the office and leave a message for the teacher

#### **Communication that interferes with teaching and learning.**

- Visiting the classroom during the teacher's preparation time before school (8:20am) or during the school day without an appointment
- Speaking to the teacher disrespectfully or angrily, especially in front of your child, or in front of other students and parents
- Talking to other parents rather than discussing issues directly with staff members

#### **When is a face-face meeting appropriate?**

Electronic communication, such as an email or Seesaw message, is highly convenient and can be used for short, non-urgent and positive forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting with the class teacher.

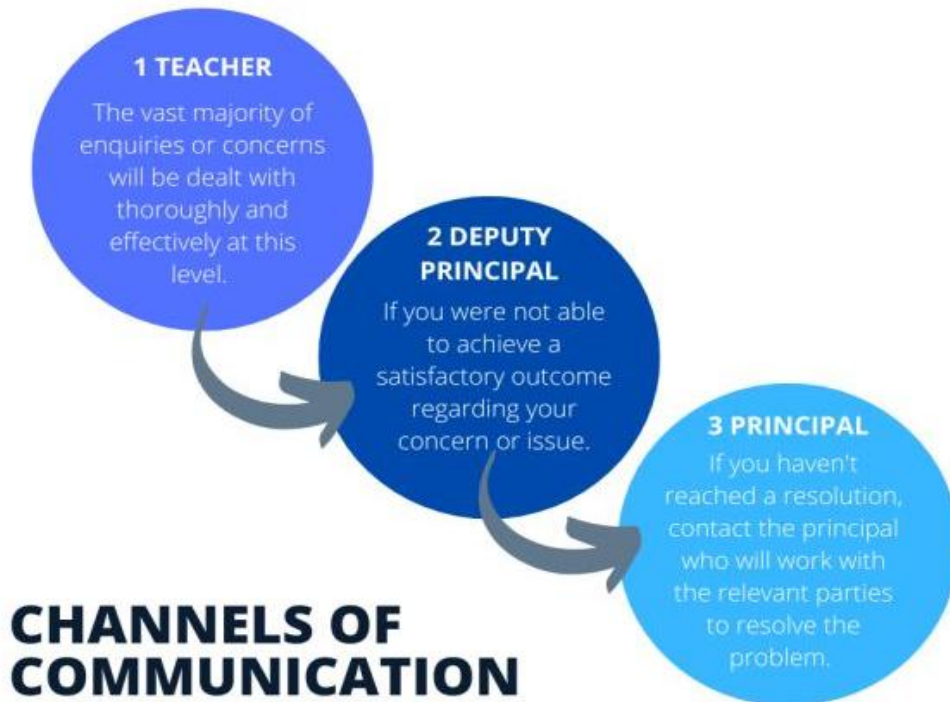
#### **When should parents contact the Principal or Deputy Principal?**

For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve conflict, other families, or a resolution with the class teacher can't be reached, members of the school leadership team might need to be involved. Either a staff member or a parent may request the involvement of the school leadership team.





## Addressing concerns with the school



### To increase mutual respect

Negative or aggressive communication does not lead to a positive working relationship with your child's teacher and/or school, remember:

- Teachers can make mistakes; they're human too.
- Teachers have their own families and lives; please respect their privacy.
- We're all on the same team – your child's support team.
- Please take your parent chats off-site after drop-off so teachers and students can begin learning.
- Use age-appropriate and respectful language around drop off and pick up times.
- Recognise that we won't always agree, although we promise to listen and endeavour to find solutions together.
- Speak positively in front of your child and other children.
- When using social media, or having discussions with other parents, we ask that you speak positively about Creaney Primary School. If you are having a negative experience at Creaney, we ask that you work with us to find a solution, rather than speaking negatively in a public forum.

### BREACHES TO THE EXPECTATIONS AS OUTLINED IN THIS COMMUNICATIONS POLICY:

Communication deemed to breach this policy by staff and adult community members will be addressed by the Creaney Primary School leadership team, and in accordance with the Department of Education's Code of Conduct and Connect and Respect Policy where applicable.

