



Communication Policy and Guidelines

Building an inclusive community where all are inspired to learn and empowered to excel.

Como Primary School attracts strong support and respect from families, local businesses and organisations. In line with our desire to be regarded as a school of excellence and opportunity, we aim to communicate clearly and consistently with our community.

Communication is used to inform current and prospective staff, parents and families of our commitment to the successful development of our students, to provide a secure and positive environment for all and address issues in a proactive manner.

Respectful, open and timely communication is at the heart of the parent-school relationship. The protocols in this policy will ensure that all community members continue to work together in a positive and respectful manner to ensure the growth and learning of all students. It also outlines the most appropriate and effective methods for parents to communicate with the school and the communication guidelines for staff and students to follow.

What parents can expect

- Regular communication from the school (e.g. weekly electronic newsletters, monthly Connect messages from teachers, SZ App alerts, school website);
- The Department of Education WA OutReach app is a web based app that the school can use to send text messages to parent mobile phones, laptops or tablets. It will be used to message parents quickly in case of an emergency.
- Class afternoon information sessions-early Term 1
- Formal Student Reports sent via Connect at the end of each semester;
- An end of Term 1 Interim Report- hard copy sent home Week 10, Term1;
- Opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class (e.g. excursions, student teachers, special events etc);
- Notification of any serious single issue or ongoing issues concerning their child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications responded to within five working days.
- Assemblies for parents to attend are held on Friday mornings at 8:45am in Weeks 2,4,6,8 and 10 of each term unless otherwise stated via the newsletter.

Many of the teachers at Como Primary School will exceed these expectations, for example by more frequent Connect messages. However, these are the minimum expectations for all staff members.

Emails and Connect Notices:

Parents who receive emails and Connect messages from teachers must not forward or cut and paste sections of a teacher's email for further publication within the community without the explicit approval from the teacher concerned.

The email address of each teacher can be found in their class/area policy, located on our school website. Staff should not use their mobile phones or social media to contact parents or vice versa.

Teachers who feel they are receiving an unreasonable amount of emails from a particular parent can request that the sender desist in sending further emails and this teacher request will be followed.

All staff will adhere to DoE WA guidelines for email communication: Please refer to DoE website.

What parents cannot expect

- School staff returning calls after work hours;
- Emails to be answered in the evenings or weekends;
- Access to teachers' private phone numbers or emails;
- Weekly or daily updates regarding their child's ongoing progress at school (unless under special circumstance which are agreed to by the teacher)

When should you contact your child's teacher?

- Changes in family circumstances;
- Medical issues that change or arise;
- When you have child related good news to share;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected,
- If your child has head lice or a contagious disease.

What information must be communicated to the school office?

- Absence due to sickness reported on the day of each absence; Planned absences (e.g. medical appointments). Please note that there is an approval process for holidays planned during term time;
- Any issues related to custody or access; and
- Changes in address or contact details.

When you have last minute information for the teacher:

- Speak to the teacher between 8:30 am and 8:45 am (for messages less than two minutes);
- 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 or during the school day without an appointment;
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students; and
- Talking to other parents rather than discussing issues directly with staff members. Remember that you are the model of how you want your child to communicate.

When is a face-to-face meeting appropriate?

Electronic communication, such as email, 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.

When should I 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 dissatisfaction with any aspect of the school, members of the school leadership team (Principal and Deputy Principal) must be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time.

To increase mutual respect, remember:

- Teachers will 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!
- Take chats off site after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children during drop-off and pick-up times;
- Recognise that we won't always agree, but we promise to listen.
- Speak positively in front of your child

Staff to Staff Communication

Formal Communication Pathways of Communication:

- Bulletin- All staff, emailed each Monday
- Emails- specific staff and staff groups, avoid ALL STAFF emails
- "Communication to Office Form" regarding student health and well-being.
- Student signing-out forms from office to classroom.
- Connect groups.
- Mobile phones: Staff are asked not to use their mobile phones for private use during face to face teaching sessions or when in the playground.
- Staff requiring assistance in the classroom from Admin should use the red and blue cards in their Emergency files. Use of a mobile phone to the office in an extreme emergency.

Student to Parent

Year 1-3 students will use their school diaries for the purpose of recording class and school activities, homework and when appropriate, due dates. It is expected that parents will check these diaries on a regular basis.

Year 4-6 students will record homework on-line using an on-line platform, either the calendar on Connect or Microsoft's One Note.

Students may not use their mobile phones whilst at school. Mobile phones are handed to their class teacher for safe keeping each day. Refer to Mobile Phone and iWatch Policy on our website.

School Board to Community

An open meeting for the community is held once a year in Term 3. The agenda and minutes of meetings are posted on our school website. Information regarding the Board is on our website and is also regularly sent to the community via our weekly newsletter. A report is presented at our Year 3-6 Awards ceremony in Term 4.

P&C to Community

The P&C holds open meetings in the staffroom twice a term. All parents are welcome and encouraged to attend these meetings.

Dates, times of meetings and other information including the canteen, uniform orders and The Fathering Project news are advertised in the P&C section of our weekly newsletter, which can also be found on our website.

School to Wider Community (Government Departments, Educational Providers, Education Networks, Tertiary institutions, universities, local businesses etc)

- Phone calls/emails/letters
- Website
- Local Paper
- Formal and informal meetings with business owners, leaders and community groups

School to Media

- Emails

External Interpreters

Contacted when required by admin for parents and guardians who have limited English during formal meetings.