

POLICY STATEMENT

At Subiaco Primary we strive for positive and purposeful communication that is timely and easily accessible to relevant audiences. We create a connected community when we share information, model respect and give consistent messages.

PURPOSE

These Communication Guidelines outline the standards Subiaco Primary School expects from all members of the school community when communicating.

Appropriate Communication Practices

Communication across the school community requires:

- Open, courteous and respectful conversation;
- Attentive listening and clarification where necessary;
- Professional and objective responses; and
- Cultural sensitivity.

All written communication to parents to be ratified by the Principal or school administration prior to sending.

The Education Department *Telecommunications Use* Policy states that usage must not involve transmission of:

- messages of a party political nature;
- unsolicited advertising material;
- messages of personal commercial benefit;
- chain letters;
- personal broadcast messages;
- intentional harassment; or
- materials intended to harm or discredit any individual or group.

Communication	Action
General and financial enquiries	Contact school office by phone or school email; subiaco.ps@education.wa.edu.au
Enrolment enquiries	Contact school office
Academic progress and health & wellbeing	Email the class teacher to organise a suitable time to discuss the issue (via Compass or website link)
Serious concerns	Contact school office and request an appointment with one of the Assistant Principals and/or Principal
Change any information or updates relating to your child/children, eg. Legal documents, custody issues, change of address, change in visa or residency status, emergency contacts or medical details.	Contact school office in person or school email; subiaco.ps@education.wa.edu.au

School Policy or practice	Contact school office and request an appointment with one of the Assistant Principals and/or Principal
Extending student absence for any reason eg. illness or extended holiday	Contact the school office through Compass and inform staff of the student return date.
Board, P&C and parent sub-committees eg. Events, CLP coordinator	Ratified by Principal prior to communication being sent out. Principal or school administration cc'd in all communication.
CLP	Information about upcoming events, fundraisers, social functions and welcome emails sent via Compass through the Class Teacher. Ratified by class teacher or school administration prior to communication being sent out.
In event of a school crisis	School will enact the Emergency and Critical Incident Plan

The school will respond to all emails within 2 business days. Staff are not required to respond to emails on weekends, public holidays or school holidays.

Issues and Concerns

Make an appointment with the most appropriate person at the school. Discuss your enquiry of concern with:

Class Teacher if:

- It is about your child's academic progress, behaviour, homework, assessment, attendance or social and emotional wellbeing.

Assistant Principals/Principal if:

- You were not able to achieve a satisfactory arrangement regarding your concern with the class teacher;
- Your concern is about the conduct of the teacher or other staff member; or
- Your concern is about another aspect of school life that is impacting on your child's education.

Refer to website for Subiaco Primary School Complaints Management Policy.