



# COMMUNICATION GUIDELINES FOR PARENTS

## 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
- Protecting an individual's privacy and personal information
- 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.

## What parents can expect

- Regular communication from the school (COMPASS messages, Newsletters)
- Scheduled opportunities to meet with the classroom teacher (such as Term 1 Classroom Meetings and Open Night)
- Assemblies - Each class (1-6) present and runs an assembly. Assemblies are an important part of oral language and performing arts focus
- The Assembly timetable is available on the school website
- PP classes attend assemblies from Term 2 but are not required to host an assembly
- Merit certificates awarded at assemblies throughout the year
- Each class (1-6) will have 1 assembly per year
- Kindergarten classes attend assemblies (from term 2) but are not required to host an assembly
- Parents can schedule to meet with a teacher by appointment
- Regular updates about important developments in the child's class (COMPASS, See Saw)
- Formal reports on their child's academic achievement at the end of each semester;
- Notification of unexplained absences

- Behaviour issues as aligned to the Subiaco Primary School Behaviour Policy
- Opportunities to provide feedback throughout the year.
- The school will respond to emails within 3 business days.
- Staff are not required to respond to emails during the school day (whilst teaching), in the evening, on weekends, public holidays or school holidays. Please be mindful of family friendly hours.

Communication	Action
General and financial enquiries	Contact school office by phone or school email; <a href="mailto:subiaco.ps@education.wa.edu.au">subiaco.ps@education.wa.edu.au</a>
COMPASS	COMPASS is the platform that is used by the school to communicate directly with students and families at Subiaco Primary School.  COMPASS messages are reviewed and scheduled.
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; <a href="mailto:subiaco.ps@education.wa.edu.au">subiaco.ps@education.wa.edu.au</a>
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.
Class Liaison Parent	Information about upcoming events, fundraisers, social functions and welcome emails sent via Compass through the Class Teacher.

	<p>These types of communication are ratified by the class teacher or school administration prior to communication being sent out.</p>
Class List information for parents	<p>The school does not provide personal details about students or families to parents, the P&amp;C or interest groups.</p> <p>The school does not endorse the collection of student and family personal information by the P&amp;C or interest groups.</p>
Social media groups	<p>If parents set up a class or year group social media group (What's App etc) <b>Important points to note:</b></p> <ul style="list-style-type: none"> <li>-These support groups are not official Subiaco PS communication</li> <li>-These groups are not moderated or endorsed by the school</li> <li>-Administrators of these groups should notify the school of their existence</li> <li>-Ensure these groups are PRIVATE and set up guidelines for use clear and obvious to users.</li> <li>-Any messages that do not align with the Communication policy and guidelines must be taken down immediately by the moderator of the group.</li> <li>-Any negative comments or defamatory posts will be reported to the appropriate jurisdiction.</li> <li>-Issues should be raised directly with the teacher or school and not posted for comment on social media groups.</li> <li>-Any information posted should be consistent with information circulated by SPS.</li> </ul>
Collection of personal information by P&C and other school related interest groups	<p>The school will not pass on any personal information about student or families to the P&amp;C or any other interest groups.</p> <p>Each individual can decide to provide this information to the P&amp;C and other interest groups.</p> <p>Any personal details collected by the P&amp;C or other interest groups is not endorsed by the school.</p> <p>The school does not monitor the collection, storage or use of personal information collected by the P&amp;C or other interest groups.</p>
In event of a school crisis	School will enact the Emergency and Critical Incident Plan

## 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.

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

Please be respectful of the teachers' responsibilities.

- Please refrain from visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Please ensure that you speak to the teacher respectfully as per our Code of Conduct.
- Please do not use social media to make negative comments about the school or to contact staff members. We welcome feedback at Subiaco Primary School, but request that it be made through the appropriate channels; and
- Please discuss issues directly with staff members. Remember that you are the model of how you want your child to communicate.

#### **Issues arising between students and families.**

Parents should refrain from approaching the children of other families or their parents with a school related or non-school related issue on the school grounds. These matters must be addressed to the Deputy Principal (in the first instance) or Principal. Refer to website for Subiaco Primary School Complaints Management Policy.

Subiaco Primary School community believes that the strong relationships formed with the parents/carers of students is essential for every child's success. By working together in active partnership with each other we provide students with the best environment for ***Learning for Life***.