# Communication Policy



# **Wellard Village Primary School Communication Policy**



#### **Purpose**

This Communication policy is to inform the Wellard Village community of how we will effectively communicate with parents, carers, and the wider school network.

At WVPS, we believe in developing and maintaining positive relationships and strong partnerships with our school community and working collaboratively with staff and families. Effective communication is the key to ensuring all stakeholders are informed, and active participants in the educational journey. At WVPS we believe that parents/carers form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an integral role in the education of your child.

This policy has been developed in consultation with the WVPS Steering Committee. Any review or future changes will be made with the approval of the future WVPS School Board.

#### **Communication Processes**

At WVPS effective communication is a priority and we value sharing necessary information with our community to inform effective decision-making. WVPS is committed to using communication processes that aim to build a positive learning environment for students, staff, and parents/carers.

#### **School Communication with parents:**

- Website: Our website will be the main place to find information out about our school. This includes policies, enrolments, parent handbooks, term planners, newsletters, upcoming events, and practical information for parents/carers. In the future it will include our Business Plan and Annual Reports. Our website will grow with our school, so check regularly for new information.
- Newsletter: Our newsletter will be published twice a term (weeks 5 and 10) on our website.
- **MSG U:** The MessageU system is used to follow up on absent students as well as urgent messaging. The messaging system allows for return text messages, these return messages are only read once per day, therefore should not be used as an urgent communication from parents/carers. On occasion, a text message may be used when the school has been unable to contact a parent/carer by phone.
- **Seesaw:** Whilst the main purpose of Seesaw is to document the educational learning journey in each classroom, it will also be used by the administration team for whole school reminders and publicising events.
- Connect: This will only be used for the publication of student reports in Semester 1 and Semester 2.
- **QKR:** QKR will be our platform for all school payments for voluntary contributions, incursions, excursions, swimming, school photos and interschool events. Hard copy notes will be sent home with each event.
- **School email:** Wellardvillage.PS@education.wa.edu.au is used for communicating essential information with parents/carers and wider community.

## **Teacher Communication with parents/carers:**

- Meet the Teacher meetings- Term One: a parent/carer information meeting held before/ after school to share with parents/carers at the beginning of the year key information to a successful year and how the class will operate.
- Three-way interviews- Term Two: our school will close for a half a day in Term Two, to allow you, your
  child, and the teacher to meet. This will be student led and the child will share their progress and then as a
  collective you will plan some future learning goals.
- Learning Journey- Term Three: our school will be open for an afternoon/evening even where you can come and experience all our classes and specialist classes. This will be a chance for children to showcase what they have learnt over the year.
- Assessment Folders- each term: your child's assessment folder will come home at the end of each term; this is a chance for you to review your child's progress each term. The folder will need to be returned to the classroom teacher at the beginning of each term in week one.

- Parent/Carer- Teacher meetings for students with learning adjustments: teachers will contact individual parents/carers if they require a meeting to discuss student learning as well as students who are placed on an Individual Education Plan.
- Seesaw: the main purpose of Seesaw is to document your child's learning journey. Staff will regularly post classroom updates, sharing learning intentions for students as well as individual student work and photographs. This provides parents/carers with immediate insight into their child's learning.

#### **Professional Communication Practices**

When communicating with parents/carers, staff members:

- Approach discussion in an open, courteous, and respectful manner.
- Listen attentively to the concerns of parents/carers, seeking clarification where necessary.
- Present their own or the school's point of view in professional and objective terms.
- Seek support from Administration or colleagues if needed.
- Take into consideration cultural and personal sensitivities and protocols when dealing with the school community.
- Make available materials and information for a parent/carer who lives apart from the child/ren upon request.

## **Parent Communication with the school**

#### What to communicate with the front office team:

- Planned and unexpected absences (via MSG U).
- Any issues related to custody or access/ changes in family circumstances.
- Change in address or contact details (via email).
- Medical issues that change or arise.
- Administration of medication (prescription only).
- If your child has a communicable disease (head lice, chicken pox, etc.).
- Requests for appointments with the Administration Team.
- Changes to drop off and pick up arrangements need to be phoned through prior to 2.40pm, to ensure we can get the message to your child. We highly encourage you to communicate to your child drop off and pick up arrangements, and what to do when you are not where they expect you to be. We encourage a designated meeting spot, to assist late changes.

#### What to communicate with classroom teachers:

- When you have child related good news to share.
- Safety issues or changes in behaviours at home.
- If you have concerns with your child's academic or social progress.
- When you can't keep a scheduled appointment.
- Positive feedback to the teacher- this is always welcomed.

Parents/carers can email a teacher directly or message via Seesaw to request a parent/carer meeting to discuss any of the above.

During instructional time, staff do not regularly check their emails. Staff usually check before school, whilst on DOTT, or after school and take these opportunities to communicate with families. If you have any urgent messages for your child, these are best phoned through to the office.

Electronic communication, such as an 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/carers 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.

#### What parents cannot expect

- School staff returning calls after work hours (4pm) or during school vacation periods.
- Emails to be answered after work hours (4pm) or during school vacation periods.
- Access to teacher's private phone numbers or email addresses.

- Contact through social media.
- Academic discussion with teachers about your child during class learning time, i.e. after 8:30am and before 2:50pm, unless an interview has been prearranged.

#### **Dealing with Issues**

There may be times, despite ongoing communication, where members of the school community are unsure, disagree or believe there is a problem or issue concerning their child. Parents/carers should not wait for a small issue to grow into a large one:

- If the matter involves your child or is an issue of everyday class operation, parents need to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher should be the first point of contact.
- If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with an Associate Principal.
- If a resolution is not reached, please contact the front office team to make an appointment with the Principal, who will work with the relevant parties to resolve the problem.