



**Jilbup**

PRIMARY SCHOOL

# **Communication Policy**



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## **Purpose**

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

At Jilbup PS, 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 Jilbup PS we believe that parents/carers form a crucial component of effective communication 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.

## **Communication Processes**

At Jilbup PS effective communication is a priority and we value sharing necessary information with our community to inform effective decision-making. Jilbup PS 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) electronically through Sway.
- Compass: Compass 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: Jilbup.PS@education.wa.edu.au is used for communicating essential information with parents/carers and wider community.
- Facebook page: Facebook will be used share information with our community. It will be used to celebrate and promote our school in a positive, informal way. You can find our Facebook page: @Jilbup Primary school



### **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.
- Parent interviews: Parent interviews will be held individually with parents in Term One and as needed throughout the year.
- 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.
- 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.
- School Reports: Parents will receive a written school report in Semester 1 and Semester 2.

### **Professional Communication Practices**

When communicating with parents/carers, staff members will:

- 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
- 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 2.25pm, to ensure we can get the message to your child before school finishes. 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 cannot keep a scheduled appointment
- Positive feedback to the teacher, this is always welcomed

Parents/carers can email a teacher directly or message via Compass 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 (5pm) or during school vacation periods
- Emails to be answered after work hours (5pm) 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 2:30pm, 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 the Deputy 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.