



Communication Policy



Alinjarra Primary School Communication Policy

Introduction

Successful communication strategies are an integral part of building Alinjarra's reputation and image, both within the school and wider community. These communication guidelines outline the standards Alinjarra Primary School expects from all members of the school community when communicating.

Stakeholders include:

- Students
- Parents and carers
- Staff
- P&C Association
- The wider community
- Department of Education

Appropriate Communication Practices

1. Respectful and Courteous: All communications should be conducted with respect and courtesy.
2. Protecting Privacy: Ensure the privacy and personal information of individuals are protected.
3. Timely: Respond and communicate in a timely manner.
4. Solutions-Focused: Emphasise solutions and constructive dialogue.
5. Clear, Concise, and Professional: Communications should be clear, concise, and professional.

Timely Responses

If a response is required, staff will respond to emails and Compass messages within three business days (based on their allocated work days). Responses will be provided during school working hours, between 8:30 am and 4:00 pm. While staff endeavour to respond as promptly as possible, their primary responsibility during the school day is teaching students. Families are asked to respect that staff are not expected to read or respond to emails outside of these hours, including on weekends and during school holidays.

Parent Meetings

The best way to have a productive and confidential conversation is to email or request an appointment at a mutually convenient time. Please contact the class teacher if you wish to discuss:

- Academic progress
- General behaviour
- Homework
- Assessment
- Attendance, or social/emotional wellbeing.

Where external providers are engaged by parents, communication with the school should be coordinated through the parent/carer. Case conferences involving external providers may be arranged where appropriate.

Communication Chain

We encourage families to follow the communication pathway below to help ensure questions, concerns and feedback are directed to the most appropriate person and addressed as efficiently as possible.

1. For your first point of contact, please see your child's classroom teacher: For most discussions, including those related to teaching, learning, assessment, behaviour, minor medical issues, and family circumstances, parents should first contact the classroom teacher.
2. If your query remains unresolved or involves conflict or other families, please phone the office to schedule an appointment with the Deputy Principal.
3. If your concern is unresolved, please phone the office to schedule an appointment with the principal.
4. If your concern has not been satisfactorily resolved, you can contact the North Metropolitan Regional Office at 1800 655 985



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Student Electronic Devices – Department of Education's Mobile Phone Policy

The Department of Education's '*Student Mobile Phones in Public Schools Policy*' explicitly states students are not to have mobile phones in their possession during the school day. It also states smart watches are to be in 'aeroplane mode' so phone calls and messages cannot be sent or received during the school day. All communication between parents and students during the school day must occur through the school administration.

Students who bring a mobile phone to school are required to hand it in to the front office on arrival and collect it at the end of the day.

Department of Education Expectations

The following information is extracted from the Department of Education WA 'Connect & Respect' Expectations and Engagement resources.

Communities thrive on open communication wherein staff, students, parents and carers have opportunities to share good news, discuss issues and maintain an open dialogue. Schools are made up of hard-working and dedicated professionals who will listen, care and respond to your concerns and work with you to resolve complaints. We have found over time even the most challenging of circumstances can be worked through.

What parents can expect from our schools:

- Regular communication through school approved channels
- Reports on your child's progress and achievement
- Celebration of your child's achievements
- Notification of any serious single issue or ongoing issues concerning your child
- Scheduled opportunities to meet with the classroom teacher
- Other opportunities to meet with the teacher, by appointment
- Updates about important developments in your child's class
- Notifications or invitations to school events
- Opportunities to provide respectful and productive feedback

What parents and carers should not expect from our schools

Our staff have families and personal lives too, and like all professionals, work at their best when they have a quality work-life balance. Parents and carers should not expect:

- School staff to return calls after work hours
- Emails to be answered in the evenings or weekends
- Access to teachers' private phone numbers or emails
- Staff to meet with parents and carers, without an appointment, during a school day
- To be allowed on a school site if you have harassed or been aggressive towards school staff.

You should contact your child's school if:

- You have concerns about your child's academic or social progress
- Medical issues arise or diagnosis changes
- There are changes in family circumstances
- There are safety issues or changes in behaviour at home
- Social issues arise that could impact the safety and welfare of students at the school
- You want to make or reschedule an appointment

Further Connect & Respect DoE resources and information can be found at:

<https://www.education.wa.edu.au/dl/o034grv>
<https://www.education.wa.edu.au/dl/k0n12p0>



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Alinjarra primary uses Compass as our Communication platform.

Platform	Purpose	Frequency	Person Responsible
Compass Newsfeed (From School)	Primary method of communication from the school <ul style="list-style-type: none"> Share important school information with families Promote upcoming events Celebrate student and school achievements Newsletters 	As required	School Staff Administration
Compass Chronicles	<ul style="list-style-type: none"> Notifications of positive student behaviour Notification of student award Notification for 'at risk' attendance Notification for school providing lunch Notification of absence from class Notification of suspension or withdrawal 	As required	School Staff School Staff Administration Administration Administration Administration
Compass Events	<ul style="list-style-type: none"> Incursion and excursion information Incursion and excursion permission forms 	As required	School Staff School Staff
Compass Attendance	<ul style="list-style-type: none"> Carers can notify school of student absence View Summary of student attendance 	As Required	Parents Parents
Compass Reports	<ul style="list-style-type: none"> Semester 1 & 2 Reports SEN Reports Store past reports 	Semester 1 & 2	Administration Administration Nil
Email	<ul style="list-style-type: none"> Classroom communications Wellbeing communication Two-way communication between staff and home 	As Required	Parents & School Staff
Microsoft Forms	<ul style="list-style-type: none"> Parent Consultation School surveys and feedback 	As required	Administration
SMS	<ul style="list-style-type: none"> Student absence alerts Mass communication for timely messages, delays, cancellations 	As required	Administration
Qkr	<ul style="list-style-type: none"> Excursion permission, payment and information 	As required	Administration
Face to Face	<ul style="list-style-type: none"> Parent Information session (after school) Parent Interview Day (starting in 2027) Kindergarten Information session Term 4 Celebration Concert Pre-arranged teacher-parent meetings 	<ul style="list-style-type: none"> Term 1 Term 1 Term 4 Term 4 As needed 	School Staff School Staff Administration Whole School School Staff
Assemblies	<ul style="list-style-type: none"> Each class performs an item throughout the year CSR certificates awarded 	Website, Term planner	School Staff



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Platform	Purpose	Frequency	Person Responsible
Phone Calls	<ul style="list-style-type: none"> Child specific Information Contacting the School: Parents should phone the front office for messages that need to reach their child. Medical / urgent incident Time sensitive communication reasons Teacher-parent phone meeting 	As required	As applicable
P&C Members	<ul style="list-style-type: none"> Represent community views Assist in building a strong school culture and partnerships Fundraising and resource provision P&C Facebook Administration and promotion 	Meet twice termly	P&C Members
School Board	<ul style="list-style-type: none"> Contribute to school's vision, priorities and planning Represent the broader school community Monitor school performance and progress against strategic priorities <p>School Board documentation uses the Connect software platform</p>	Termly Meeting Week 8	School Board members
Website https://alinjarraps.wa.edu.au/	<ul style="list-style-type: none"> Our School: Vision, Staff, School Board, P&C, Reports & Publications, Policies, Principal's Welcome Parent Information: Absence, Communication, OSHC, Parent's Guide, Booklist Term Planners Enrolment links Schedule of Voluntary charges 	On going	Administration
Facebook Alinjarra Primary School	<ul style="list-style-type: none"> What's on each week Learning Celebrations Event celebrations and reminders Community engagement 		