

PARENT COMMUNICATION POLICY

At West Leeming Primary School, we believe that education is a partnership between our team of professional educators and a child's most important teachers — their parents. School staff share the responsibility with parents to ensure all our students have the opportunity to learn in a positive, safe and respectful environment. When parents and school staff share information, model respect, work together to solve issues and give consistent messages, the educational environment for our students is strengthened.

This policy outlines the expectations of staff and parents when communicating about their child's education. It also outlines the most appropriate and effective methods for parents to communicate with the school.

What parents can expect:

- Regular communication from the school through the following channels:
 - School Stream (whole school communication from the office)
 - See Saw (class communication: Kindergarten to year 2)
 - Connect (class communication: year 3 to year 6)
- Scheduled opportunities to meet with the classroom teacher (e.g. term 1 start of year classroom meetings and term 2 student progress meetings)
- Additional opportunities to meet with the teacher (by appointment)
- Updates about important class and school developments (e.g. excursions, events, staff changes)
- Formal reports on their child's academic progress at the end of each semester
- Celebrations of their child's achievements
- Notification of any serious single issue or ongoing issues concerning their child
- Opportunities to provide feedback (e.g. surveys, meetings with the leadership team)
- Communications responded to within three working days for general matters. More complex concerns may require additional time.

What parents can not expect:

- School staff returning calls after work hours
- Emails and app messages to be answered in the evenings or weekends
- Access to teachers' private phone numbers or emails
- Staff to meet with parents without an appointment
- To be permitted on school site if you have harassed or behaved aggressively towards staff.

When should you contact your child's teacher?

- Changes in family circumstances
- Medical issues that change or arise
- Safety issues or changes in behaviour at home
- If you have concerns about your child's academic or social progress
- When homework takes much more time than expected, or your child is unable to do most of the homework independently
- If your child has head lice or a contagious disease.

What information should be communicated to the school office:

- Absence due to sickness and planned absences (e.g. medical appointments). These can be communicated through the school office by sending a SMS to the MessageU service – 0438 942 201
- Absence due to vacations
 - *Please note that although the school is not generally able to endorse holidays during term time, parent notifications will be acknowledged and retained*
- Any issues related to custody or access
- Changes in address or contact details.

How you should share last minute information with the teacher:

- Speak to the teacher between 8:40 am and 8:50 am (for messages less than two minutes)
- Send a message or email (be aware that teachers may not regularly check emails during the work day)
- Call the office and leave a message for the teacher.

Communication that interferes with teaching and learning:

- Visiting the classroom during the teacher's preparation time prior to 8.40am or during the school day without an appointment
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students
- Addressing concerns directly with children whilst on the school site
- Engaging in malicious or judgmental gossip related to school decisions, staff or other families
- Talking to other parents rather than discussing issues directly with staff members
- Using social media to make negative comments about the school or to contact staff members. We welcome feedback at West Leeming, but request that it be made through the appropriate channels.

Remember that you are the model of how you want your child to communicate.

When is a face-to-face meeting appropriate:

Electronic communication, such as email, is highly convenient and can be used for short and non-urgent forms of communication. Electronic communication may not be appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face meeting so that your issues can be given the time and attention that they deserve. Generally speaking, it is more appropriate for your child not to be present when the discussion involves sensitive and complex matters. This enables all parties to speak freely and openly explore all possible solutions.

When should I contact the Principal or Deputy Principal:

For most discussions, the classroom teacher will be the first point of contact. However, where conversations involve conflict, other families or dissatisfaction with any aspect of the school, members of the school leadership team (Principal or Deputy Principal) should be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time.

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