



Winthrop Primary School Communication Policy

Rationale

Winthrop Primary School acknowledges that effective communication is the key to success in building a positive relationship between home and school. We achieve this through our relationships, good communication and working together.

Principles:

Parents and staff have created protocols for communication between home and school as outlined below and in the 2018 – 2020, Independent Public School Business Plan.

As a member of the Winthrop Primary School Community we agree to:

- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child
- Adopt a proactive approach to communication and building a sense of community
- Interact courteously and appropriately
- Be open to new learning and value positive contributions
- Approach problems calmly with the aim of finding a positive solution
- Maintain confidentiality
- Demonstrate positive support and advocacy for Winthrop Primary School.

Working Together from DoE Communication Protocols 2019

- There is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful.
- Teachers and school staff may not be available to respond immediately, however they will make every effort to respond, generally during school hours, within a reasonable timeframe.
- Teaching staff, including principals, are not required to respond to communications outside of their normal working hours.
- Verbal and/or physical aggression or threats, offensive language and derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated. (DoE Communication Protocols 2019)
- School staff are not expected to respond to communication that is unacceptable and these will be referred to the principal or regional office.
- Student learning is strengthened when staff and parents/carers are actively and positively involved in their education.
- By working together, we support the health and wellbeing of our students and help them develop resilience and confidence.
- Our collective efforts are aimed at providing safe environments for all and promoting respectful relationships.

School-based communication includes:

- A welcome induction by staff and classroom teachers to the school for parents at the commencement of the year
- A transition program at the end of the year for kindy and pre-primary
- An open invitation to new parents to ring the school to arrange a tour of the school
- A dynamic website advertised as the first port of call for all information
- Access to Connect, an online platform for all parents and students
- Parents via the front office are able to request a meeting with their class teacher
- Fortnightly assemblies
- Parent forums/workshops
- Parent open night in Term 3
- Invitation to parents to participate in organized committees such as the Parents and Citizens Association and School Board.
- Email for communication and not complaints.

Before contacting the school with a concern parents are encouraged to:

- talk with family or friends to clarify your concern.
- write down your concern
- make a list of all relevant information specific to your concern
- take a support person to any meetings or discussions if you feel nervous talking about your concern
- make an appointment with the most appropriate person at Winthrop Primary School to assist with your concern. In most instances, speak with your child's classroom teacher first by booking a meeting through the front office or via email.

Discuss your enquiry or concern with the class teacher if it is about your child's:

- academic progress
- general Behaviour
- homework
- assessment
- attendance
- social or emotional wellbeing

In your discussion with the teacher:

- discuss all possible outcomes for addressing your enquiry/concern
- settle on an option that can be achieved with input from you, the teacher and your child.

Please make an appointment to meet your class teacher via the school office. This enables both parties to be prepared for the meeting.

Meet with the deputy principal and or principal if:

- you were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher
- your enquiry/concern is about the conduct of a teacher or another member of the school staff
- the principal will need time to discuss your enquiry/concern with all relevant parties and you can contact the school for progress updates
- your enquiry/concern will be managed according to established school policy and procedures

NOTE: Anonymous enquiries or concerns will not be acted on.

Please make an appointment to meet the deputy principal or principal via the school office. This enables both parties to be prepared for the meeting.

Contact the South Metropolitan Regional Education Office:

Your enquiry/concern has not been resolved by the school principal

- there is a reason for not raising your enquiry/concern with the school directly