WALPOLE PRIMARY SCHOOL

Communication Policy

Nature Culture Future

Introduction

Communication at Walpole Primary School is used to inform current and prospective staff, parents, and families of our commitment to the successful development of our students, to provide a safe and positive environment for all and address issues in a proactive manner.

Successful communication strategies are an integral part of building Walpole's reputation and image, both within our community and the wider public.

In all environments communication from Walpole Primary School should be:

- Professional
- Relevant
- Accurate
- Personalised
- Timely

Communication procedures will vary in different situations and between stakeholders, however every communication's aim is to provide a clear, transparent message leading to shared understandings.

Stakeholders include:

- Students
- Parents and guardians
- Prospective Parents
- Staff
- School Board Members
- P&C Association
- Community partners
- Wider community
- Department of Education

This Communication Plan reflects a deliberate response to ensuring our school values are transparent and which all our communication guides us.

Our school values are:

- Be Respectful
- Be Resilient
- Be a Responsible Learner

Communication Objectives

Walpole Primary School seeks to:

- Promote the school's vision, values, and school and student achievements
- Provide parents and the wider community with information about events, achievements, expectations, and positive stories about the school
- Provide staff with information about events, results, expectations, and other happenings at the school
- Provide a two-way channel of positive communication between the school and parents
- Provide parents with an avenue for communicating their concerns to teachers and an opportunity to take their concerns further is necessary
- Provide an open channel of communication between staff and students
- Provide prospective enrolling families with a professional and caring customer relations experience and receive the information they need
- Respond quickly to written, verbal or phoned requests for information or appointments – acknowledging calls within 24 hours (workdays) and scheduling appointment or provision of information within 48 hours (workdays)
- Responding quickly to concerns raised by families, contacting them within 48 hours.

Pathways of Communication

Staff to Staff communication:

- Term planners
- Weekly housekeeping meeting - whole staff
- Professional Learning Committees- Staff and Curriculum Meetings
- Emails - specific staff and staff groups
- Microsoft Teams
- Communication to and from the front office
- Weekly Principal Memo
- Face to face

Teachers to Parents/Carers and Families:

- Newsletter three times per term
- ClassDojo posts and messages - class teacher to make at least one class post per week
- Emails
- Telephone- 6871 0200 (Please do not use personal mobile phone numbers; use the school number)
- Face to Face Interviews
- Parents/Carers information session
- Learning Journey/celebrations
- Notes and permission slips as required
- School website
- Facebook
- Student reports
- Assemblies
- Term Calendars
- Class newsletters / notes (class programs, upcoming events)
- Kindy Cafes

Parents/Carers to school:

- Emails- we will endeavour to reply within 48 hours
- Telephone
- ClassDojo messages
- Informal and formal scheduled face to face meetings
- If you have any queries or concerns about a child, the Classroom or Specialist Teachers are the first contact in order to develop and maintain positive partnerships

Absenteeism notification via:

- SMS Message (MGM Outreach)
- Email - teacher or office
- Written notes
- Verbal- Face to Face
- Phone call to front office

School to Local Community:

- School Website
- Newsletter
- Facebook
- Local paper
- Letters/emails to local businesses
- Formal and informal meetings with business owners, leaders, and community groups

School to Media:

- School website
- Schools online
- Emails
- Telephone
- In terms of critical issues seek advice from the Media Unit at the Department of Education

Parents - General

Methods of providing general school operational information to parents.

Method	Details	Audience	Who
Newsletter	Available fortnightly on the school website and sent out via Class Dojo. Hard copies provided in the office.	All parents/carers, Staff and wider community	Leadership team
Website	Provides current information such as Annual Reports, the Business Plan, School Handbook and Policy information	School and wider community	Leadership team
Connect	Remote Learning and homework. School reports	All parents/carers	Classroom Teachers Leadership team
Class Dojo	School will post positive news stories and achievements about class and students. Teachers and parents/carers communicate	All parents/carers	Classroom Teachers Leadership team Classroom Teachers
Facebook	School will post positive news stories and achievements about school and students.	School and wider community	Classroom Teachers Leadership team
Email	Teachers and parents/carers communicate upon required need through Department staff or school email address	Parents/Carers and Staff	All Staff
Assemblies	Two assemblies per term show casing student achievements and performance	Students, staff, families, and wider community	Class teacher in collaboration with the Leadership Team
Class letters and notes	Sent home with student. Copies communicated through Class Dojo – attach notes	Parents/Carers	All Staff
School Board	One meeting per term. Open meeting for school community once per year.	Elected members from school and community. Parents and community	Leadership team

Communication to Parents – Student Focus

Method	Details	Audience	Who
Face to Face	Parent Information Sessions, early Term 1. Formal and informal interviews as required. Student Services-case management meetings	Parents/carers Teachers	K-6 Teachers Leadership team
Reporting to Parents	Formal Reports Term 2 and 4 End of year presentation evening	Parents/carers	K-6 Teachers
Negative Behaviour Notification	Phone calls home for concerns, support of parent needed	Student and parents/carers	K-6 Teachers
Email	Upon discretion of teacher/parent to inform of events, achievements, behaviour	Parents/Carers	K-6 Teachers
Absentee Notification	SMS Notification Written notes/diary Verbal Email	Parents/Carers	K-6 Teachers Leadership team

Communication to Parents – Administration to Parents

Method	Details	Audience	Who
Absentee	Taking mid-term holiday. Repeated absences. Attendance concerns, letter home	Parents/carers	Leadership team
Injury/Accident	Playground injury or medical treatment provided	Parents/carers	Leadership team
Behavioural	Positive achievement Unacceptable class/playground behaviours Issues with other students Behaviour letters sent home for severe cases of misbehaviour through Department Behaviour Management System. Phone calls in cases of immediate parent notification where suspension is immediate or considered	Parents/carers	Classroom Teachers Leadership team
Staff Conduct	Inappropriate behaviour/conduct	StudentsParent/carer	Principal Standards and Integrity

School Email Policy

Email is seen as an effective form of communication between the school and parents.

Walpole Primary School expects that parents and school staff will use email in a responsible and respectful manner. By communicating via email all users agree to adhere to this policy and expected behaviours it outlines. Users who do not comply with this policy may be requested to cease communicating in this way.

Rationale

The use of email allows the school, teachers, and parents to communicate together in a quick and efficient manner.

Purpose

1. To ensure the use of email communication between teachers and parents is carried out in a mutually respectful manner.
2. To ensure all email communication is treated in a confidential, legal, and ethical manner.
3. To provide processes that minimise the chance of inappropriate use and provide clear consequences of such usage.

Email Agreement

All users MUST adhere to all email conditions below:

1. Appreciate using email to communicate does not result in an immediate response however a maximum 48-hour (2 workdays) acknowledgment of receipt is expected. Actual response to an email query may take up to two more days depending upon request.
2. Recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the community without the explicit approval from the sender.
3. If a recipient feels they are receiving an unreasonable number of emails, they can request that the sender desist in sending further emails and that this request will be followed.
4. All email communication will be carried out in a professional and appropriate format and tone.
5. All school email users will adhere to Department of Education Telecommunications Use policy for email communication.

http://det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/policies/telecommunications-use.en?cat-id=3457966

Ratified by	Date available	Date approved
Admin	12/08/2022	12/08/2022
Staff	12/08/2022	18/08/2022
School Board	30/08/2022	08/11/2022
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