



# PARENT COMMUNICATION PLAN



## PARENT COMMUNICATION PLAN

Quality communication is our goal, therefore, the school acknowledges the role of parents as joint partners and welcomes your involvement. We aim to communicate effectively with everyone in our community, and therefore we use a range of strategies and mediums to suit the different needs and preferences of parents, caregivers and community members.

When parents and school staff share information, model respect and give consistent messages, children are inspired to grow, learn and achieve their full potential. This partnership between school, family and community is vital.

This plan outlines the standards that Eaton Primary School expects from all staff when communicating with parents. It also outlines the most appropriate and effective methods for parents to communicate with the school.

Respectful, open and timely communication is at the heart of the parent-school relationship. The protocols in this plan will ensure that all community members work together in a positive and respectful manner to ensure the growth and learning of all students.

***Important: Please ensure that your phone number and email address are provided to the school and are always up to date.***

### WHAT PARENTS CAN EXPECT:

- Regular communication from the school through announcements via Compass and email.
- Scheduled opportunities to meet with the classroom teacher e.g. Term One classroom meetings, Term Three Open Night & Term Two parent/ teacher interviews;
- Other opportunities to meet with the teacher by appointment;
- Updates about important developments in the child/ren's class (e.g. incursions/excursions, practicum teachers, other special events).
- Formal reports on your child/ren's academic achievement at the end of each semester
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys);
- Parent communications responded to within 2-3 working days.

Please note that these are the minimum expectations for all staff members, some may elect to communicate further and more regularly with parents.

### **WHAT PARENTS SHOULD NOT EXPECT:**

- School staff returning calls after work hours;
- Messages to be answered in the evenings or weekends; or
- Access to teachers' private phone numbers or emails.
- Messages to be delivered to students throughout the day by calling the front office, unless they are deemed urgent.

### **WHEN SHOULD YOU CONTACT YOUR CHILD'S TEACHER?**

- Changes in family circumstances;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- If your child has head lice.

### **WHAT INFORMATION SHOULD BE COMMUNICATED TO THE OFFICE?**

- Changes in address or contact details;
- Medical issues that change or arise;
- Absence due to sickness;
- A contagious disease;
- Planned absences (e.g. medical appointments). Please note that holidays planned during term time will be recorded as 'Unauthorised';
- Any issues related to custody or access.
- If a parent is running late to collect their child or need to collect them early.

### **WHEN YOU HAVE LAST MINUTE URGENT INFORMATION FOR THE TEACHER:**

- Speak to the teacher between 8:30 am and 8:45 am (for brief messages of approximately one minute);
- Send a note that is handed directly to the teacher or;
- Call the office and leave a message for the teacher.





## COMMUNICATION THAT PROMOTES A STRONG COMMUNITY AND SAFE LEARNING:

- Make an appointment with school staff to discuss items in length;
- Use social media platforms appropriately;
- Speak to all staff, students, parents and any community member respectfully at all times;
- It is best to discuss issues directly with the school so we can help the situation.

*We model how we want all of our children to communicate*

## ELECTRONIC COMMUNICATION


Electronic communication, such as Compass and email messages, is highly convenient and can be used for short, non-urgent and positive forms of communication.

## WHEN IS A FACE-TO-FACE MEETING APPROPRIATE?

Electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face appointment with the teacher so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting. 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 to explore all possible solutions.

## TEACHER-PARENT CONTACT

Parents and teachers are partners in supporting your child to reach their full potential. In addition to formal communication processes, teachers also communicate with parents in a variety of ways including:

- Compass messages and emails.
  - Meetings about the teaching and learning programs.
  - Informal and formal parent teacher discussions, that may include three way conferences with the child involved.
  - Telephone discussions between teacher and parent.
  - Annotations on student work samples.
  - Notes, permission slips and other form of correspondence from teachers to advise parents about successes or concerns.
  - Formal reports to parents.
- 

## WHEN SHOULD I CONTACT THE PRINCIPAL OR ASSOCIATE PRINCIPAL?

For most discussions, the classroom teacher will be parents' 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 and Associate Principals) will be involved. Either a staff member or a parent may request the involvement of the school leadership team to attend a meeting.

## WHEN SHOULD I CONTACT THE PRINCIPAL OR ASSOCIATE PRINCIPAL?

For most discussions, the classroom teacher will be parents' 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 and Associate Principals) will be involved. Either a staff member or a parent may request the involvement of the school leadership team to attend a meeting.

## TO INCREASE MUTUAL RESPECT, REMEMBER:

- Teachers will make mistakes; they're human, too;
- Teachers have their own families and lives; please respect their privacy;
- We're all on the same team - your child's support team!
- Take chats off site after drop-off so teachers and students can begin learning;
- Use age-appropriate language around children during drop-off and pick-up times;
- Recognise that we won't always agree, but we promise to listen;
- Speak positively in front of your child.

If you have issues or concerns regarding your child or the school, it is vital that you seek resolution as early as possible to avoid stress and anxiety. In the first instance please contact the classroom teacher or other relevant staff members to discuss your concerns. The best way to do this is to arrange an appointment with the relevant person so that an appropriate amount of time can be devoted to resolve the problem effectively. To avoid disruptions to normal class routine, parents are to arrange meetings in advance.

***Please note that it is inappropriate for parents/caregivers to deal directly with other students or their caregivers as this can lead to unnecessary conflict.***

## COMMUNICATION PROBLEMS

**In Person** - We love to meet and chat with our families and you can usually catch a member of our leadership team out and about in the school at the start and end of each day. Technology is great, however we believe you can't replace a good conversation! Planned face-to-face meetings are often the best way to address complex situations so we can give issues the time and attention they deserve.

**Phone** - Please call to request a meeting, raise a query or concern, or communicate an urgent message to your child. We will call you when important information needs to be communicated about your child or as a result of illness or injury.

**Website** - Our website is the one stop place for information about our school. This includes policies, enrolments, upcoming events and practical information for parents. If you can't find what you need, please call us directly.

**Facebook** - Follow us on Facebook to see what is happening in our school. We love to share what's happening in our classrooms and special events too.

**Compass App** - Use Compass to receive important updates, report an absence, communicate with your child's teacher, update your contact details, make payments and provide consent for activities.

**Emails** - Parents can email the school [eaton.ps@education.wa.edu.au](mailto:eaton.ps@education.wa.edu.au) with general enquiries or to request a meeting. Parents can also email a teacher directly and can expect a response within 2-3 working days.

**School Board** - The School Board oversees the school's strategic direction and governance. Queries about the strategic direction of the school are best addressed through the Principal.

**Parents and Citizens (P&C) Association** - Volunteers from the P&C will provide vital support to the school through fundraising and promoting a positive image of the school in the wider community.

