



COMMUNICATION PROTOCOLS - School Communities Working Together

Department of Education - we achieve strong communication protocols through our relationships, good communication and working together.

We do this by- Creating positive environments, Promoting Respectful Relationships, Communicating Well and Working Together.

Parents/carers have opportunities to speak with or write/email a member of staff to raise any issues of concern, provide feedback or make suggestions.

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.

At **Mount Pleasant Primary School**, we believe that every student is capable of successful learning. A high priority is given to building and maintaining positive relationships between staff, students, and parents.

There is a strong collegial culture of mutual trust and support among teachers and school leaders. Parents are treated as partners in the promotions of student learning and wellbeing.

The school works to maintain a learning environment that is safe, respectful, tolerant, inclusive and that promotes intellectual rigour.

We value – **respect, diversity, responsibility, gratitude, kindness, and resilience**

Our communication processes reflect our school values. We communicate to inform, to learn and when we work together, we strengthen our collective effectiveness.

The school adopts an on balanced approach to the amount of information provided with respect to what is reasonable and reflective of workload implications. We will follow the guidelines below regarding communication-

1. The school & teachers will respond to emails within three business days
2. School emails are monitored between approximately 8am and 4pm on weekdays. Emails will be responded to within these hours of operation
3. If issues or concerns cannot be resolved within two email exchanges, either party can request a face-to-face or virtual meeting
4. If concerns relate to classroom operations, please contact the teacher, and arrange a meeting
5. If a complaint relates to a specific staff member or a school wide issue, contact the office and arrange a meeting with the Principal
6. If a complaint relates to the Principal, please contact Regional Office
7. The school will contact parents and carers if it believes a greater degree of communication and interaction will support a child's ability to progress
8. To ensure appropriate time and attention is given to meetings parent-teacher meetings will not occur between 8.30-8.45 or between 2.55-3.10 unless in the case of an emergency or a formal pre-arrangement

Role of school staff

- Welcome and encourage parents/carers to participate in their child's education
- Communicate information and respond to enquiries in a variety of inclusive ways, reflective of the school community
- Maintain professional relationships that are open, honest, and respectful
- Value every family and respect their differences
- Work with parents/carers to identify and promote the individual needs of each child.

Role of parents and carers

- Treat all members of the school community with respect and dignity
- Respecting differences and preferences of others, including teacher differences
- Supporting school policies and values
- Being respectful in their relationships and reinforcing their children's good behaviour
- Supporting the activities of their school and becoming involved where able to
- Encouraging children to respect other students and school staff
- Notify the school of student absences by electronic options or phone call to reception
- Access communication information provided by the school - Connect notices, school newsletter.

How our school communicates with parents/carers



COMMUNICATION	WEBSITE	CONNECT	FACEBOOK	NEWSLETTER	FACE -TO-FACE	OTHER	BY WHOM?
Parent Information meetings		✓		✓	✓		Teachers
Celebrating teaching & Learning		✓	✓	✓	✓	Merit certificates	Principal Teachers School officer
Student Work samples		✓			✓	Learning Journey night Seesaw- optional for tchs	Teachers & students
Learning Journey Night		✓		✓	✓		Teachers & students
Enrolment Packs including general school information					✓	Provided at front office	
Operational Information		✓		✓			Principal, DP, teachers
Strategic Information	✓	✓			✓	Board meetings	Principal School board
School Business Plan	✓	✓		✓		Schools online, reception, board meetings	Principal, MCS, School Officer
Individual student reports - RTP		✓				Email. May require a parent meeting	Teachers & DPs
Documented Plans					✓	On an 'as needs' basis. Email, phone call if parents not available	Teacher DP student services
Annual Report	✓	✓				Schools online, reception, school board	Principal
Newsletter each fortnight	✓	✓					School Officer
Individual parent meetings				✓	✓	Email or phone call	Teachers, parents DP student services
Honour & Working Together certificates				✓		Student leaders present certificates in classrooms. Email/call parents to inform	Teacher DPs and Principal
P&C events, meetings & information	✓	✓	✓	✓	✓	Classroom parent rep emails. P&C Communication tree provided to parents	P&C executive, P&C Reps Facebook Newsletter
Annual Parent Surveys		✓		✓		Connect email	Principal School officer
School Assemblies	✓		✓	✓	✓		Teachers School officer
ANZAC community assembly		✓		✓	✓	Student led. Parent / guest speakers	Yr 6 teacher
Community events	✓	✓	✓	✓	✓	School and P&C events	Principal, P&C Exec DPs School officer
Excursions		✓				Permission notes home- parent helpers requested to attend	teachers
Uniforms		✓	✓	✓			P&C School officer

COMMUNICATION	WEBSITE	CONNECT	FACEBOOK	NEWSLETTER	FACE -TO-FACE	OTHER	BY WHOM?
Special Events, Arts Exhibition, Harmony Day	✓	✓	✓		✓	Harmony Day parade- parents invited to attend	Principal DP Teachers School officer
Parent events – courses offered at school eg. Triple P	✓	✓	✓		✓	Email, P&C communication, school Facebook	School officer Principal
Parent information booklets	✓				✓	Reception	School officer
Fees & Charges, excursion & incursion costs		✓		✓			MCS, school officer, Connect
Formal Grievances						Policy document	Principal



Calendar year of Communication and Interactions

<p>TERM ONE</p> <ul style="list-style-type: none"> ○ Beginning of year class information sessions for parents ○ Classroom curriculum updates in Week 2 and Week 6 of each term via Connect ○ Documented Plans as required- teachers to communicate formally with parents ○ parent contact may be made by teachers between 8-4pm on weekdays via face-to-face meeting, phone, or email 	<p>TERM TWO</p> <ul style="list-style-type: none"> ○ Classroom curriculum updates in Week 1 and Week 6 ○ Semester One Reports Week 10 –Tuesday ○ Documented Plans as required- teachers to communicate formally with parents ○ parent contact will be made by teachers between the hours of approximately 8-4pm on weekdays via face-to-face meeting, phone, or email
<p>TERM THREE</p> <ul style="list-style-type: none"> ○ Classroom curriculum updates in Week 1 and Week 6 ○ Learning Journeys Week 7- 3.15 pm – 5.00 pm ○ Documented Plans as required- teachers to communicate formally with parents ○ parent contact may be made by teachers between the hours of 8-4pm on weekdays via face-to-face meeting, phone, or email 	<p>TERM FOUR</p> <ul style="list-style-type: none"> ○ Classroom curriculum updates in Week 1 and Week 6 ○ Semester One Reports Week 10 –Tuesday ○ Documented Plans as required- teacher to communicate formally with parents ○ parent contact may be made by teachers between the hours of 8-4pm on weekdays via face-to-face meeting, phone, or email ○ Kindy to PP information session for parents ○ Connecting to kindy for new kindy enrolments the following year

Teachers to communicate student updates and celebrations, at least once, to all parents either informally or formally throughout the year. i.e. Honour and Working Together certificates, email, morning/after school chat or face-to-face meetings.

GLOSSARY OF TERMS

RTP – Reporting to Parents. Formal reports sent home to parents at the end of semester One and Semester Two

Documented Plans – personalised plans for students known as a Documented Plan

Connect – the Department of Education Western Australia endorsed communication platform

***Seesaw** – an online platform for sharing student work samples with parents/carers.

*This is not a mandated Department of Education Western Australia platform and teachers may opt to use this

** the following attachments are part of the Department of Education suite of documents *Standing Together Against Violence*

To be reviewed: April 2025




Connect and Respect Engagement

Expectations that promote learning, wellbeing and safety in all public schools in Western Australia.

Together we make a difference. We welcome parents and other members of our diverse community into schools across Western Australia. Student learning is strengthened when school staff, parents and carers are actively and positively involved in their education.

We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

Parents and carers and other visitors to schools support safety by ensuring communication and conduct at school and school activities is respectful. Every student, staff member, parent or carer has the right to feel safe and be safe at our schools.

Respectful engagement	It is expected that parents and carers and/or visitors to our schools will:	Parents and carers and/or visitors to our schools demonstrate this by:
Culture 	<ul style="list-style-type: none"> • recognise every student is important to us • contribute to a respectful school culture • promote and model good behaviour • work together with staff to resolve issues or concerns • respect the right of staff to disconnect from work outside of school hours • share responsibility in creating safe and secure learning environments 	<ul style="list-style-type: none"> • respecting the diversity of our schools and the right to an education for every child • always communicating respectfully about our schools and our staff • not engaging in malicious or judgmental gossip in person, in writing, or on social media; about our students, staff and school community members • raising concerns early with a staff member, the principal or the Department of Education directly • understanding sometimes compromises are necessary, to find an acceptable solution to concerns raised • understanding that obstacles, barriers and disappointments are part of the growth journey • supporting children and young people to work through difficulties and build resilience
Communication 	<ul style="list-style-type: none"> • be mutually respectful • act as positive role models • actively help to solve concerns • use the school's communication channels and processes to address concerns 	<ul style="list-style-type: none"> • appreciating that school staff may not be available to respond immediately • knowing that staff will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about your child's education – allowing staff time to prepare and appreciating their time may be limited • not using offensive, insulting and derogatory language; and inappropriate conduct • being kind when interacting with others
Collaboration 	<ul style="list-style-type: none"> • work with the school to provide a safe and productive learning environment • ensure your child attends school ready to learn • know and support the school's Student Good Standing Policy • schedule meetings at an agreed time, for an agreed purpose 	<ul style="list-style-type: none"> • maintaining professional relationships that are open, honest and respectful • taking responsibility for your child arriving and leaving school safely on time every day • supporting your child to understand and follow the Student Good Standing requirements • scheduling an appointment to meet with the teacher or principal



Connect and Respect Expectations

Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

Schools draw on the diversity and strengths of local communities to create opportunities to work collaboratively and set directions for students. Building mutually respectful relationships with each local community is fundamental to this.

A school community contains a wide variety of individuals and groups who strive to work together to educate students to become confident, well-educated young people; prepared to lead happy, successful lives and make contributions to local and global communities.

School staff will engage with families to understand the interests, personalities and needs of their children. All students need access to a quality education within safe and secure learning environments, and with the right supports to progress and achieve.

There may be times during your child's schooling when additional support is needed, or issues arise. Your school will support you and your child to productively resolve these issues and we encourage you to raise concerns as early as possible.

Shared and respectful expectations and values will enable us to work together in the best interests of our children.

All students need access to a quality education within safe and secure learning environments.

What parents and carers can expect from our schools

Communication between you and your school is an important part of your child's education. School 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. You can expect some of the following from your school:

- 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.

Communication that interferes with teaching and learning

- speaking to staff disrespectfully or aggressively, especially in front of your child or other students
- expecting to meet with staff during the school day without an appointment
- visiting the classroom during the teacher's preparation time before school
- using social media platforms inappropriately and disrespectfully
- malicious or judgmental gossip
- By everyone playing a part in providing safe, positive learning environments and opportunities for our students, we enable them to be the best they can be.

Communication methods

Electronic communication, such as email, is appropriate for short, non-urgent and positive forms of communication. It is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face meeting so that issues can be given the time and attention they deserve. If in doubt, speak to your school.

Concerns and complaints

Contact your school as early as possible if you have concerns. If you are not sure who to speak to, you can start with your child's teacher. For some matters, it may be appropriate to talk directly to your child's year coordinator, school administration staff or principal.

If you have approached your child's school but haven't been able to resolve the issue, refer to our complaints process to explore your options [education.wa.edu.au/complaints](https://www.education.wa.edu.au/complaints).

Shared and respectful expectations and values will enable us to work together in the best interests of our children.