



UPPER SWAN PRIMARY SCHOOL

School to Family Communication Policy

Parent Version

From: October 2020 Review: October 2021

The purpose of this policy is to have a consistent school-wide approach to communication with our parent and wider school community.

It takes in to account Education Department policy and recommendations.

Communicating Well

School communities thrive on open communication wherein staff, students, and parents/carers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

School leaders and staff communicate with parents/ carers in a variety of inclusive ways that are reflective of the school community. Information may be provided in writing using different formats and/or speaking with parents/carers. This will generally occur during the school day.

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

Teachers and school staff may not be available to respond immediately. However, we will make every effort to respond, generally during non-contact time (DOTT), within a reasonable timeframe. Staff are not required to respond to communications outside of their normal working hours.

There is an expectation all communication and interaction between school staff and parents/carers is mutually respectful. 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.

School staff are not expected to respond to communication that is unacceptable and these will be referred to the principal or regional office.

Note: Staff are expected to check emails once per work day.

Between Teachers and Parents

Method	Purpose
Connect	<ul style="list-style-type: none">• First and second semester <i>Student Progress Reports</i>• Class newsletters• Information about the learning program• Inform families of upcoming class events; special days; school events as they apply to your students• Student work packages – both 'in school' and home learning.• Homework guidelines; homework information and packages• Sharing student work; student achievements and photos of students engaged in learning and special events. <p>Note 1: Parents are able to communicate directly with teachers via Connect. The messages goes directly to the teacher's email.</p> <p>Note 2: Teachers may use Connect to communicate directly with students about their learning program. Connect links to student emails.</p>

Between Teachers and Parents

Method	Purpose
Dojo and Remind Education Dept risk assessment in progress.	<ul style="list-style-type: none"> Dojo and Remind messaging will be discontinued until the Education Department has completed a risk assessment. We will then determine if either of these applications are fit for purpose.
School Phone	<ul style="list-style-type: none"> Arrange parent / teacher meetings and case conferences. Discuss behaviours, progress: both positive and negative
Email Usually, but not always, teacher.name + @education.wa.edu.au Eg: john.citizen @education.wa.edu.au	<ul style="list-style-type: none"> Arrange parent / teacher meetings Information about behaviours, progress: both positive and negative IEP Updates
Parent / Teacher Meetings	<ul style="list-style-type: none"> Parent information sessions: Term 1, K to 6; Term 4 K and Pre P

No longer in use from September 25

- Class Facebook pages
- Instant / direct messaging on Dojo while waiting for risk assessment to be completed.
- Remind – Risk assessment is pending. May be reviewed when the assessment is complete.

Leadership Team / Office Staff

Method	Purpose
Connect Community <ul style="list-style-type: none"> Community / Parent Space Upper Swan 'Our Space' 	<ul style="list-style-type: none"> Newsletter Health / Covid 19 updates General school news and updates of school events; special days. Policy Updates
School Phone	<ul style="list-style-type: none"> Arrange parent / teacher meetings; case conferences Discuss behaviours Complaints management
Email Stephen.Green Beth.White (Mrs Kerry) Pamela.Hahnel Claire.Caiafa (Mrs Slater) @education.wa.edu.au	Notification of: <ul style="list-style-type: none"> Newsletter Health / Covid 19 updates General school news and updates of school events; special days. Complaints management
Facebook	<ul style="list-style-type: none"> Promote community services and events relevant to USPS families Promote school events, assemblies, student achievement, resource acquisitions, grounds developments.
Website	The website primarily provides information to prospective families and the wider Swan Valley community. It includes things such as: <ul style="list-style-type: none"> Newsletters Term planners Information about enrolment, attendance, absences, health guidelines, bus services, timetable, P & C business; School Board; Camp Australia, policies and procedures, operational plans, annual reports