

## Communication

As a parent or carer, you play a vital role in your child's learning. Building a positive relationship between home and school plays an important part in the education of your child. Effective, timely and open communication is the key to the success of this relationship. At Madora Bay Primary School we foster a culture that promotes open and respectful communication and supports collaboration between staff, students and families.

Our school is committed to responding promptly and helpfully to your enquiries, concerns and suggestions. Our school is also able to provide information about support services for children and families, special programs and the Department of Education's policies and procedures.

In order to build trust between home and school, it is important that every staff member and parent demonstrates a high standard of personal behaviour and models our school values of: Respect, Responsibility, Kindness and Excellence.

This plan outlines the standards that Madora Bay 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.

**We ask all parents to ensure that their contact details are provided to the school and are kept up to date at all times.**

## What parents can expect

- A welcoming, safe and inclusive environment for all members of our community
- Respect and confidentiality when discussing concerns
- Regular communication from the school
- Communication that is appropriate, fair, easy to read and in a timely manner
- Timely notification of school events and important updates
- Notification of any significant or ongoing matter concerning your child
- Regular opportunities to meet with staff both by appointment and informally
- Flexible communication e.g. email access to teacher if unable to attend an appointment
- Access to affiliated services e.g. school chaplaincy service
- Opportunities to provide feedback through surveys and school communication platforms
- Written reports about your child's progress and achievement each Semester
- A timely response to your communication, including an acknowledgement within two working days.

Our staff will find a time to talk with you when they can give you their full attention. Often the best way to achieve this is to schedule an appointment. While staff are in class or carrying out other duties, they may not be able to speak with you immediately. Our staff are not expected to return calls or respond to emails during evenings and weekends or provide private phone numbers.

### **Our expectations of parents**

- Use appropriate and respectful language with all students, staff and families whilst on school grounds
- Help all students to feel safe by modelling positive and respectful behaviour towards others
- Show awareness that a child's perception may be different from another child or an adult due to developmental maturity
- Understand that children may and do behave differently at home and school
- Model positive behaviour when using social media
- Raise concerns regarding other students in school with school staff.

### **Social Media**

Social media platforms are increasingly being used by adults and children to engage in inappropriate behaviour. Madora Bay Primary School considers the use of social media being used in this way as unacceptable and not in the best interests of our children and school community. Inappropriate content about our school, staff members or students that displays incorrect information, misrepresents the school, displays objectionable content, incites violence or threatens the safety of students or staff will not be tolerated and may be escalated to the eSafety Commissioner.

### **Communicating with us - Where to start**

If you have issues or concerns regarding your child or the school, it is vital that you seek resolution as early as possible to allow us to work together and minimise stress and anxiety. The best way to do this is to arrange an appointment so that an appropriate amount of time can be devoted to resolve the issue effectively. For most discussions, your child's class teacher will be the first point of contact.

Alternatively, you can write to the school. Enquiries/concerns received in writing are responded to in writing. The nature of your enquiry will determine who the most appropriate person is for you to speak with at the school.

### **Communicate with your child's teacher regarding:**

- Academic, social or emotional progress or concerns
- General classroom and playground behaviour
- Attendance/Absences
- Assessments and reporting
- Medical issues that change or arise
- Changes to family circumstances

In your discussion with the teacher, give all the relevant information and discuss all possible outcomes for addressing your enquiry/concern. This will increase the likelihood of agreeing on an option that can be achieved with input from you, the teacher and your child.

For last minute urgent information, speak to the teacher when you bring your child to class before 8.30am, send a note which is handed to the teacher or call the office and leave a message for the teacher.

#### **Communicate with School Office staff regarding:**

- Changes in contact details
- Administration of medications at school
- Absences, including planned absences (Please note that holidays planned during term time will be recorded as 'Unauthorised')
- Contagious illnesses
- Collection arrangements – if someone different will be collecting your child.

#### **Communicate with the Leadership Team regarding:**

- Matters relating to access or custody for your child
- Matters requesting information from the school (e.g. subpoenas)
- Dissatisfaction with any aspect of the school including the conduct of a teacher or another member of the school staff
- Conflict with other families, that is impacting on your child's wellbeing or education
- An enquiry/concern that you were unable to resolve with the teacher

Either a staff member or a parent may request the involvement of the leadership team to attend a meeting.

The Principal/Associate Principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for progress updates. Your enquiry/concern will be managed according to Department of Education policy and procedures. Anonymous enquiries/concerns are only acted on if enough information is provided for the Principal to follow up.

#### **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!

Information about the Department of Education's complaints process can be found at <https://www.education.wa.edu.au/concerns-or-complaints>

## Communication Platforms

### *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 keep up with our good news. Compass is our preferred platform for security reasons, however we sometimes share great things that are happening in our classrooms and occasional special events too. [@MadoraBayPS](#)

### *Compass*

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 [madorabay.ps@education.wa.edu.au](mailto:madorabay.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 two working days.

### *News Feed*

We will regularly publish news, reminders, insights into our classrooms, student celebrations and community information on our Compass News Feed.

### *School Board*

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

## Facebook Page Rules of Engagement

In joining our community on Facebook by liking or following our page, members agree to follow the Department of Education's Code of Conduct and Facebook's Community Standards.

### Purpose

We have created a Facebook page as a place for our school community to share our school's successes, celebrate our students and provide information about the many activities and positive experiences our school undertakes. We may also share wider community events and initiatives that benefit the school, our families and our students.

### Students

Facebook Terms and Conditions state that no one under the age of 13 years should have a Facebook profile. As such, any comments from primary students on the school's Facebook page will be removed.

### Tagging or naming student photos

Photos of students can only be published by the Facebook page administrators, and this will only occur if the correct Department of Education Permission to Publish forms have been completed by the student's parent. Only student's first names will be included.

For privacy and protection, tagging photos of children is not permitted. Please do not publish children's surnames in your comments.

Tagging of parents or friends within the comment box is permitted with the understanding that all other rules of engagement are followed.

### Comments

The Madora Bay Primary School leadership team encourages positive interaction from parents, with the understanding that the school does not endorse comments made.

Those making comments should show respect for other users by ensuring comments and discussions are civil. Personal attacks, trolling or spam will not be tolerated.

The page administrators will monitor and review the page and reserve the right to remove comments that do not adhere to the rules of engagement of the page and Facebook's Community Standards including comments that:

- Are deemed racist, sexist, homophobic, abusive, profane, violent, obscene, spam, create or promote a negative perception or deliberately damage the image or reputation of the school;
- Libel, incite, criticise, threaten or make personal character attacks on Madora Bay Primary School students, staff, guests, P&C members or other individuals and;
- Advocate illegal activity.

We reserve the right to remove any comment and to block any participant who does not adhere to the rules of engagement or Facebook's Community Standards. We will not permit messages selling products or promoting commercial, political, religious or other ventures.

## Staff

Under the Department of Education's Code of Conduct and Standards, staff are expected to maintain appropriate professional relationships and boundaries with students, parents, carers, colleagues and stakeholders and as such, should not engage with the school's Facebook page using their personal profiles.

