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 **Communication Guidelines for the school community**

*An Independent Public School*

*Creaney Primary School’s community aims to develop positive support and advocacy for the school.*

At Creaney Primary School we strive for positive and purposeful communication that is timely and easily accessible to all school stakeholders. Our school motto, *Caring,* is at the heart of everything we do. Our whole school community creates a connected community when we share information, model respect and give consistent messages.

**Purpose**
These Communication Guidelines outline the standards Creaney Primary School expects from all members of the school community when communicating.

As a member of the Creaney Primary School community, we agree to:

* Demonstrate mutual respect for the role of the teacher and parent to ensure the needs of each child are met;
* Model positive behaviour to your child and all children in the school community;
* Treat all members of the school community with respect in all dealings, both personally and through the use of all social media technologies (e.g. refrain from aggressive, abusive and confrontational language);
* Adopt a proactive approach to communication and build a sense of community;
* Interact courteously and respectfully;
* Approach problems calmly with the aim of finding a mutually agreeable solution;
* Maintain confidentiality

**Appropriate Communication Practices**
Communication across the school community requires:

* Open, courteous and respectful conversation;
* Attentive listening and clarification where necessary;
* Professional and objective responses, and
* Cultural sensitivity

**Whom should I address my query to?**

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| **Communication/concern** | **Who?** | **How?** |
| General enquiries e.g. illness,school events, enrolments | School front office | Ph: 9408 2900Mon-Fri 7:45am – 3:45pmSMS absences: 0437 156 748Email: creaney.ps@education.wa.edu.au |
| Financial information e.g. fees, voluntary contributions | Manager of Corporate Services | Ph: 9408 2900Qkr App |
| Academic progress | Classroom teacher | Phone and leave messageEmailSeesaw |
| Health & Wellbeing | Classroom teacherSchool Chaplain | Phone and leave messageEmailSeesaw |
| Students with Educational Needs | Classroom teacherDeputy Principal | PhoneEmailSeesaw |
| Medicale.g. medical or health issue, child requiring medicine during the day | School front office | Ph: 9408 2900Mon-Fri 7:45am – 3:45pmEmail: creaney.ps@education.wa.edu.au |
| Change of information for my child/ren e.g. legal documents, custody issues, change of address, change in Visa or residency status, emergency contacts or medical details | School front office | Ph: 9408 2900Mon-Fri 7:45am – 3:45pmEmail: creaney.ps@education.wa.edu.au |
| School policy or practice | School front office to discuss initial query and they will direct you. | Ph: 9408 2900Mon-Fri 7:45am – 3:45pmEmail: creaney.ps@education.wa.edu.au |
| Student extended absencee.g. family holiday, operation resulting in extended absence, extended medical leave | School front office to complete a form. | Ph: 9408 2900Mon-Fri 7:45am – 3:45pmEmail: creaney.ps@education.wa.edu.au |

The school will endeavour to respond to emails within 2 business days. Staff are not required to respond to emails or other communication on weekends, public holidays, school holidays or whilst on leave.

**Issues and Concerns**
Parents, guardians and community members are requested to make an appointment with the most appropriate person at the school. Discuss your enquiry or concern with:

Class teacher if:

* It is about your child’s academic progress, behaviour, homework, assessment, attendance or social and emotional wellbeing.

Deputy Principal/Principal if:

* You were not able to achieve a satisfactory arrangement with the classroom teacher regarding your concern;
* Your concern is about the conduct of a member of staff; or
* Your concern is about another aspect of school life that is impacting upon your child’s education.

Please refer to the *Talking with my School* document when raising concerns. Available on the Department of Education website: <https://wlps.wa.edu.au/wp-content/uploads/2019/07/Talking-with-my-school.pdf>

**School Communication Tools**

School website: The Creaney Primary School website is the main port of call for all information and ensures equity of access for all. The school website is the platform where we provide current information to the wider community including information about

* our school vision and business plan;
* learning areas;
* priorities;
* guidelines;
* procedures;
* current initiatives;
* term planners to assist parents and carers with notification of important dates;
* P&C;
* School Board;
* Out of School and Holiday Care (OSHC) program.

Seesaw
This is the platform we use for day-to-day electronic communication and messages. Parents can sign up to the Seesaw platform and receive communications from the school and individual class teachers. Parents can also use this to communicate with the classroom teacher. Staff will endeavour to respond promptly, however, please do not rely on Seesaw for urgent messages.

Seesaw also allows teachers to upload a program of work for students to complete either at school or from home. Seesaw is the platform Creaney Primary School will use for ‘at home learning’.

Email
All Department of Education staff have access to email accounts. Parents/guardians may use email to communicate with staff members. They are usually firstname.surname@education.wa.edu.au. Staff will endeavour to respond promptly, however, please do not rely on email for urgent messages.

Class Dojo
The Dojo system is used as part of the school’s behaviour management system. Parents can download the Dojo app onto their phone to keep track of Dojo points. Dojo is not used for messages to teachers.

Connect
This is the electronic platform to which children’s formal Semester 1 and 2 reports are delivered. Parents will have access to Connect to view and download their child’s report. All new families will be notified of their Connect login/password details prior to the report being uploaded.

Electronic newsletter
Our school newsletter is distributed each fortnight on a Tuesday. An automatic electronic delivery is made to parent email addresses via Mail Chimp. The newsletter is also uploaded to our school website.

*For queries relating to all of the above forms of communication, please contact Lisa Leo, School Officer, on 9408 2900 or pop into our school front office.*

Face-to-face communication includes:

* A welcome induction/information session by classroom teachers for parents at the beginning of the school year;
* An information session for Kindy parents and an orientation program at the end of the year before children begin Kindy;
* An invitation for interview with the Principal for all new parents PP-Year 6 prior to the child enrolling (in and out of area enrolments);
* Parents, via the front office or one of the platforms above, are able to request a meeting with their child’s classroom teacher;
* Fortnightly whole school assemblies;
* Parent forums/workshops;
* School ‘open night’ in Term 3;
* Invitations to parents to attend meetings of School Board (open meeting) and P&C meetings.