

Woodland
Grove
PRIMARY SCHOOL



COMMUNICATION POLICY

Version 1

✉ Email

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☎ Telephone

08 9526 4000

Communication Policy Introduction

Woodland Grove Primary School values positive relationships and recognises that our communication is of vital importance in strengthening and maintaining these positive relationships.

At Woodland Grove Primary School we encourage open communication where staff, students and parents/caregivers share good news, discuss issues, and maintain an ongoing positive dialogue. Our intention is to work in partnership with families to support inclusivity, the health and wellbeing of all parties and promote respectful relationships.

Policy Statement

Communication will be conducted in a professional and respectful manner to inform and communicate with:

- Our school community,
- Outside organisations and departments,
- Between school staff,
- Other members of the Department of Education.

At Woodland Grove Primary School we believe in high expectations of success for every child, at every opportunity, every day. This policy outlines the standards that Woodland Grove Primary School expects when parents and school staff communicate. 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.

This policy will ensure that all community members work together in a positive and respectful manner to ensure we grow and learn together.

Woodland Grove Primary School follows the Department of Education Western Australia Connect and Respect policies which can be found at <https://www.education.wa.edu.au/connect-and-respect>



Communication Methods

The following outlines the methods of communication that Woodland Grove Primary School expects all staff to use when communicating with parents. It also outlines the appropriate and effective ways for parents to communicate with the school.

- **School Website:** www.woodlandgroveps.wa.edu.au
The school website contains important information regarding school enrolments, operations, policies, and our term dates/calendar.
- **Seesaw:** Seesaw app
Seesaw allows students to create a digital portfolio that captures their learning journey. Our school utilises Seesaw for both in class activities, posting of student work and achievements as well as communication of school events.
Teachers have the responsibility of posting at least two times per week.
- **Compass:** <https://www.compass.education> or Compass app
The Compass application allows us to provide families with whole school information, events, and reminders.
Each primary caregiver/s will receive an email after enrolment with login details. Primary caregivers will need to download the Compass app.
- **Phone:**
The school can be reached on (08) 9526 4000 between the hours of 8:00am and 3:00pm Monday to Friday. Phone contact should be left for all urgent matters only or in exceptional circumstances.
- **Facebook:**
Our school utilises Facebook as a means of communication to our community for purposes of event promotion, reminders, promotion of student learning and success, messages from the Woodland Grove Primary School P&C and local community programs.
- **Newsletter:**
Our school publishes a newsletter (via our website) in weeks 3, 6 and 9 of each Term. The newsletter includes featured classes, specialities, general events and achievements from around the school and also the principal's blog.



Communication Expectations – Parents/Carers

What parents can expect:

- Regular communication from the school, for example.
 - Meet the teacher sessions at the beginning of Term 1,
 - School Newsletter - released in weeks 3, 6 & 9
 - School events,
 - Compass/Seesaw/Facebook posts,
 - Three-Way-Interviews,
 - Open Night.
- Notification of any serious single concerns or ongoing concerns regarding your child,
- Opportunities to provide feedback through confidential surveys,
- Parent communications acknowledged and responded to within two working days.

What parents cannot expect:

- Staff returning calls, messages, and emails outside of school hours, including during evenings, weekends, or school holidays,
- Access to teacher's private phone numbers or emails,
- Staff to listen to or respond to disrespectful or aggressive communication from parents/caregivers.

Examples of when parents should contact their child's teacher via Seesaw or Compass:

- If there are concerns about your child's progress within the classroom or subject,
- Queries regarding any classroom activity.

Examples of when parents should contact the front office in the first instance:

- Absence notifications,
- Early collection notification or change of collection circumstances,
- Change of student details,
- Issuing of new/amended court orders and restrictions,
- Queries regarding school activities, excursions, or incursions,
- When an appointment needs to be cancelled or rescheduled.

When a face-to-face meeting is appropriate:

Electronic communication, such as Seesaw and Compass are highly convenient and can be used for short, non-urgent and positive forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a meeting with the teacher so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting. This can be done via Seesaw and Compass.

It is more appropriate that your child is not present when the topic of discussion involves sensitive and complex matters. This enables all parties to speak openly and freely to explore all possible solutions.



Communication Expectations – Staff

Communication is always professional.

When communicating with parents, staff will:

- Approach the discussion with an open, courteous, and respectful manner.
- Listen attentively to the concerns of parents, seeking clarification where necessary.
- Present their own or the school's point of view professionally and objectively.
- Seek support from their line manager if required.
- Take into consideration cultural or personal sensitivities and protocols when dealing with the school community.
- Make available materials and information for a parent who lives apart from their child upon request unless court orders prevent this.

School staff prioritise meeting promptly with parents to resolve issues, ensuring appropriate feedback on steps taken by the school.



Communication Mode Guideline - Parents

Communication Mode	What information is here?	Frequency/Description /Details	Audience	Staff responsible
Compass	This is our primary method of communication.	Ongoing	All primary parent/caregiver's	All Staff
Website	Comprehensive information about our school including policy documents, enrolment information and school calendar/term dates.	24/7 www.woodlandgroveps.wa.edu.au	All staff, parents, caregivers and wider community	Administration Staff
Newsletter	Key information and upcoming events. Celebrations and achievements. Principals blog.	3 per term in weeks 3, 6 and 9. Available on school website	School community	Administration Staff
Schools Online	School details, annual reports, generalised student results and details of enrolment local-intake area	Ongoing	Parents/caregivers, wider community.	Administration Staff
Email	Communication with Office Staff.	As required	Parents and caregivers	All Staff
Facebook	Celebrations of school events and student achievements. Notifications and reminders.	Ongoing	School/wider community	Administration Staff
Seesaw (app)	Communication avenue between teacher and student, school and home. Student celebrations and achievements. Notification of school news/events.	Ongoing	Parents and caregivers	All Staff



Communication Mode	What information is here?	Frequency/Description /Details	Audience	Staff responsible
Face to Face	Term 1 Classroom Meeting Term 3 Open Night School Tours Kindy Cafe Three-Way-Interviews	Held regularly throughout the year	School/Wider community	All Staff
Paper	Planned events Letters Permission slips	As required	Parents and caregivers	Administration Staff and Executive Team
Assemblies	Each class presents one assembly per year to other year groups and families attending. Certificates are presented to the attending year groups	Each class performs one assembly per year. All students participate in special days/parades such as Book Week, NAIDOC Week and Harmony Day	School community and families	All Staff
Phone Call	Child specific information Accident/emergency	As required	Parents and caregivers	Administration Staff and Executive Team
P&C Facebook Page	Events and fundraisers Requests for volunteers	Ongoing	School community	P&C Committee

