RATIONALE

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Duncraig Primary School is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents.

POLICY

- Students, staff and parents can only make informed choices if they are aware of the key issues.
- Effective communication between the school, the home and wider school community is vital in assisting students with their learning.
- Students, staff and parents are expected to use and promote processes and strategies outlined in this policy.

OPERATIONAL GUIDELINES

1. School newsletters are emailed fortnightly to each family. A hard copy is available upon request.
2. The school's website www.duncraigps.wa.edu.au will assist in communicating with the immediate and wider school community. Staff email contact is communicated on the website.
3. Class meetings are held at the beginning of each year. These meetings communicate expectations and curriculum issues.
4. Teachers will also be available for parent teacher interviews upon the request of the teacher and/or parent throughout the year.
5. Information sessions will take place as required.
6. Assemblies, merit certificates, students of the month, faction points, the newsletter and website will assist in communicating student achievement.
7. Parents and caregivers are encouraged to visit and assist in their student's classroom. This is to be prearranged with the classroom teacher well in advance.
8. Progress of the School Business Plan will be communicated with the School Board, and the P&C and wider school community via the School Annual Report.
9. Parents have access to a Complaints Process where issues/concerns are documented and acted upon.
10. Suggestions for school improvement are to be directed to the Principal and/or Duncraig PS School Board.
11. The communication flow chart should be read in conjunction with this policy.
12. Student absences can be notified via SMS 0419 924 048 or email Duncraig.PS@education.wa.edu.au
Parental Issue or Concern

Regarding queries related to, but not limited to; finances, newsletters, attendance and events.

Registrar/School Officer

Successful Resolution?

Yes

Contact relevant support from Regional Office.

No

Regarding queries related to, but not limited to; academic progress, attendance and behaviour.

Teacher

Successful Resolution?

Yes

No

Regarding queries related to, but not limited to; planning, curriculum, attendance and behaviour.

Admin

The school’s contact details are included in the letterhead at the top of this page. The school also has an SMS contact number - 0419 924 048. This account is only checked each morning as it is primarily used by parents to inform the school of student absences, so please do not use this method for more urgent messages.

Parents who wish to contact a staff member may do so via any of the available methods or directly by way of a note or an email. It is recommended that parents check with the individual staff member before using email to communicate with them.

The school may contact parents via phone, note, SMS or email (School newsletters are only sent electronically), depending on the circumstance. Please ensure the school has your most current contact details.