



Duncraig Primary School

Communication Processes

Updated December 2017

At Duncraig Primary School, we understand that the relationship between the home and the school plays a very important part in a child's education. In partnership with the school, parents play a critical role in a child's educational experience, both academically and socially. Parents contribute much to their child's development and are among the most important influences on how a child approaches their learning.

Teachers are responsible for the more formal aspects of students' learning and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents. Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom. It is also easier to address any potential concerns and find suitable solutions to problems that may occur throughout a child's educational journey.

School Communication Strategies

The following list explains the ways that we communicate with parents at Duncraig Primary School. We encourage all parents to access these strategies regularly to ensure you remain informed about your child's educational journey. Parents should be aware that any other forms of communication may not be sanctioned by the school and could contain inaccurate information. Please contact your child's teacher or the school administration if you have any queries. Where possible, your query will be responded to within 24 hours.

School Level Communication

- **School Website** www.duncraigps.wa.edu.au
Our website is regularly updated to ensure information on the website includes term calendars, as well as school plans, policies and reports.
- **Fortnightly Newsletter**
Available on our school website every second Monday.
- **School App 'Flexibuzz'**
Flexibuzz is used for instant notifications to your phone, tablet or computer. Instructions on how to access Flexibuzz are available on our school website.
- **Email**
Email communication is used to communicate important information to parents. It may also be used to correspond with individual or small groups of parents.
- **Reminder Notes**
These paper notes are sent home with children to remind families of key events. Please be aware that paper reminders occur only rarely. Where possible, the newsletter, Flexibuzz, and/or email are used.
- **SMS**
The school uses text messaging to notify parents if their child is not at school. It may also be used if emergency communication with parents is required.

- **School Information Booklet**

This booklet outlines key information about Duncraig Primary including school hours and uniform information. It is provided to all new families and is available in the school office.

- **P&C Communications**

The P&C has a Facebook page containing general information about P&C events. Additional information is communicated by the P&C via the school's newsletter, Flexibuzz, email or reminder notes.

Classroom Level Communication

- **Formal Reports**

Two formal, written reports about your child's academic and social progress are distributed each year, at the end of semesters 1 and 2.

- **Information Meetings**

These class meetings are held early in term 1 each year. The purpose of the meetings is to provide parents with general information about the class routines and procedures.

- **Teacher Interviews**

Interviews with your child's teacher/s are encouraged to discuss individual learning needs. Please ensure you make an appointment to avoid disrupting the learning program.

- **School Assembly**

Every year, each class hosts a whole school assembly. Teachers and students use this event to showcase their learning as a drama production, visual arts display or musical item.

- **Parent/ Teacher Interviews**

At the conclusion of term 2, the school has an early close to conduct parent/ teacher interviews.

- **Special Events**

Individual classes may host an event to celebrate a special occasion that is linked to the learning program or interests of their students. For example, events may be held to acknowledge Harmony Day, Mothers Day or Fathers Day.

- **Class Strategies (varies from class to class)**

Individual classes may choose a range of strategies to communicate with the families of their students. This may include class email groups, electronic apps (other than Flexibuzz) and class newsletters. Please note that only those strategies that include the teacher, are sanctioned by the school.



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How can parents communicate with their child's teacher or the school?

The following list outlines a range of strategies that parents can use to contact the school. Included on our website is additional information from the Department of Education entitled 'Talking with my school' that outlines the processes for raising a concern or lodging a complaint.

- **Absence Notification – SMS 0419 924 048**

The school should be notified if your child will be absent from school. Parents may choose to advise the school using the school's SMS number. Additional information about absentee procedures is included on our website.

- **Email**

The general school email address is Duncraig.PS@education.wa.edu.au. Email contact details for individual school staff are listed on our website.

- **Telephone – 9447 8255**

The school office is open from 8.00am to 3.30pm for telephone inquiries.

- **Meetings**

Parents are welcome to contact a staff member directly or liaise through the school office to organise a suitable meeting time.

- **School Survey**

The school distributes an opinion survey to all parents and caregivers biannually. Please contact the school for information about when the next survey is due to be circulated to the community.

- **Parent Discussion Forums**

Parent discussion forums are meetings with the principal and school leadership team that occur several times a year. These events are small gatherings of invited parents/carers and encourage informal feedback about our school's strengths and areas requiring improvement.

What might you communicate with the school about?

Issues particular to your child:

- Attitude to school
- Academic progress
- Participation
- Behaviour
- Social relationships
- Emotional well-being
- Physical development and well-being
- Development of responsibility
- School non-attendance or truancy
- Special events and celebrations
- Specialised learning programs

School or class issues:

- Homework
- Learning environment
- General student behaviour
- Pastoral care for students
- School policies and procedures
- Conduct of staff
- Additional school activities (e.g. instrumental music, choir, out of school sport, gifted and talented programs)

Access to support services:

- School and regional level student services including support for students with a disability and where English is an additional language
- Programs for students experiencing difficulties with learning
- Specialist facilities including language development, intensive language, and education support centres