



Poseidon Primary Communication Policy

Rationale

Poseidon Primary acknowledges that effective communication is the key to success in building a positive relationship between home and school. This relationship plays a vital role in the education of children at our school.

Principles

Parents and staff have created protocols for communication between home and school as outlined below and in the Independent Public School Business Plan.

As a member of the Poseidon Primary Community we agree to:

- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child
- Adopt a proactive approach to communication and building a sense of community
- Interact courteously and appropriately
- Be open to new learning and value positive contributions
- Approach problems calmly with the aim of finding a positive solution
- Maintain confidentiality
- Demonstrate positive support and advocacy for Poseidon Primary

Our communication strategy is underpinned by a whole staff commitment to:

- Respond promptly and helpfully to enquiries, concerns, suggestions and compliments
- Provide information about support services for children with disability, special programs policies and procedures
- Regular and timely communication – not last minute. Staff should be able to respond to parent emails within two school days of receiving an email
- Respect other staff members and maintain confidentiality
- Respect parents and maintain confidentiality

School Based Communication Procedures:

- A welcome induction to the school for new parents at the commencement of the year
- A transition program at the end of the year for Kindy and Pre-Primary for both students and parents
- An open invitation to new parents to contact the school to make an appointment for a tour of the school
- Parent information meetings organised by class teachers at the commencement of the school year
- Use of electronic media including a digital newsletter, Connect and Facebook
- School website designed to provide information on school policy and procedures and current initiatives
- Parent and teacher meetings to discuss each students individual progress held each year in Term 1
- A school wide 'Learning Journey' to be held in Term 3 for students to showcase their work
- Regular, timely communication from the class teacher (in a method that suits the individual teacher – such as Connect, email and Facebook) to the parents of their class advising of class room activities, excursions and events
- An open invitation throughout the year for parents to make an appointment to meet with a class teacher
- Fortnightly assemblies
- Invitation to parents to participate in organised committees such as the P&C and the School Board

Parent Community Expectations:

- Make an appointment to meet with teacher
- Commit to sharing relevant information about their child/ren and their family that could impact on child's learning
- Parents to value the confidentiality with regards to other members of the school community
- Parents are encouraged to respond to communications promptly
- Parents are expected to read, respond to and act upon communications from the school

Social Media Communication:

- Positive and productive use of social media. Parents should clarify any concerns they might have about any issue or concern relating to their child at school with the staff member concerned before posting any comments on social media
- Appropriate use of social media to ask general questions in relation to school organisation or events

Before contacting the school with an enquiry or concern parents and caregivers may want to:

- Talk confidentially with family or friends to clarify your enquiry/concern
- Write down your enquiry or concern
- Make a list of all relevant information specific to your enquiry/concern
- Take a support person to any meetings or discussions if you feel nervous talking about your enquiry/concern
- Make an appointment with the most appropriate person at Poseidon Primary to assist with your enquiry/concern. If you are unsure, our office staff can direct you

Discuss your enquiry or concern with the class teacher if it is about your child's:

- Academic progress
- General behaviour
- Homework
- Assessment
- Attendance
- Social or emotional wellbeing

In your discussion with the teacher:

- Discuss all possible outcomes for addressing your enquiry/concern
- Settle on an option that can be achieved with input from you, the teacher and your child

Please make an appointment with your class teacher directly or via email. This enables both parties to be prepared for the meeting.

Discuss your enquiry or concern with the Associate Principal and/or Principal if:

- You were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher
- Your enquiry/concern is about the conduct of a teacher or another member of the school staff
- Your enquiry/concern is about another aspect of school life that is impacting on your child's education

The 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 established school policy and procedures.

NOTE: Anonymous enquiries or concerns will not be acted upon.

Please make an appointment to meet the Associate Principal or Principal via email or an appointment through the front office. This enables both parties to be prepared for the meeting.

Contact the North Metropolitan Regional Education Office if:

- Your enquiry/concern has not been resolved by the school Principal
- There is a reason for not raising your enquiry/concern with the school directly

Staff at the school can assist with contact details for the Coordinator of Regional Operations at the regional office.

STEPS IN COMMUNICATION PROCESS AT POSEIDON PRIMARY SCHOOL

**** Proceed to next step only if enquiry or concern remains unresolved.**

PREPARE



Consider, discuss and identify key points.



COMMUNICATE WITH CLASS TEACHER

If your enquiry or concern is about academic progress, general behaviour, homework, assessment, attendance or social/emotional wellbeing.

Contact class teacher directly or via email to make an appointment.



COMMUNICATE WITH ASSOCIATE PRINCIPALS AND OR PRINCIPAL

If your enquiry/concern has not been resolved with the class teacher or if it is with regard to conduct of a teacher or other member of staff.

Contact Associate Principals and Principal via email or through the front office.



CONTACT THE NORTH METROPOLITAN REGIONAL EDUCATION OFFICE

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Staff at the school can assist with contact details for the Coordinator of Regional Operations at the regional office.

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