

Beldon Primary School's Communication Guidelines 2024

At Beldon Primary School, we are committed to providing a quality education to students in a safe, inclusive and caring learning environment. Effective communication is key to building positive relationships between home and school. We value collaborating with parents and families as critical partners in improving student learning outcomes. We believe effective communication between families and the school is a crucial part of students' education.

Our Communication Guidelines are founded on the Department of Education's **Connect and Respect** initiative and are driven by our moral purpose of **our staff and community connect to support students to become strong, thoughtful and independent individuals who accept, adapt, aspire and achieve**. We aim to ensure all community members continue to work together positively and respectfully. These guidelines outline the most appropriate and effective methods for parents to communicate with the school as well as the communication guidelines for staff to follow.

We aim to build a community that thrives on open communication wherein staff, students, parents and carers have opportunities to share news, discuss issues and address concerns, all whilst maintaining a respectful and open dialogue. We are committed to using communication processes that are timely and that make all stakeholders feel heard and responded to appropriately. We recognise that the most successful schools engage students, families, carers, and the community as partners in supporting student learning and well-being.

At Beldon Primary School you can expect that communication will include:

- Mutually respectful interactions between staff, parents, carers and visitors where individuals are kind when interacting with each other using appropriate and courteous language.
- The school community working together to be proactive in building a sense of community.
- Approaching problems calmly to find a positive solution to issues.
- Positive support and advocacy for Beldon Primary School.
- All correspondence will go through the school phone 6207 3240, the staff member's department email or beldon.ps@education.wa.edu.au. Staff will not share their personal mobile numbers or personal emails.
- Correspondence on social media platforms including Facebook will be on behalf of the official school pages or groups and not via staff personal accounts.

What parents and carers can expect from the school:

The school is made up of a group of dedicated staff who will listen, care and respond to your concerns and work with you in the best interest of our students. We will:

- Provide regular communication about the school via our school's preferred channels.
- Report on your child's progress and achievement.
- Celebrate your child's achievements.
- Notify families of any single significant issue or ongoing issues concerning your child.
- Provide opportunities for you to meet with your child's teacher via scheduled appointments.
- Invite parents and carers to our annual learning journeys and some other formal and informal events throughout the year.
- Provide notifications about upcoming school events.

Ways that we communicate with parents at Beldon Primary School:

- **School Website** - <https://www.beldonps.wa.edu.au/>
- **Facebook** <https://www.facebook.com/beldonps>
- **SMS** – The Department of Education WA MGM OutReach web-based app to send text messages to parent mobile phones. It may be used to, but not limited to, messaging parents quickly in case of an emergency, about special events and for absentee notifications. Families may also use this app or text service to respond to school-sent texts. The mobile number for this system is 0439 947 686.
- **Connect** – The school and teachers use Connect as our official and secure way to communicate what is happening in the school.
- **Email** – The staff will email families directly if required as well as respond to emails in a timely manner. An immediate response will not always be possible but correspondence from families will be acknowledged within 48 hours. Please note, to support the well-being of staff, they will not be expected to respond to correspondence before 8 am or after 5 pm on their rostered work days. Staff will not be expected to respond to correspondence on their non-rostered days, weekends or holidays.
- **Semester Reports** – Semester Reports will be issued to families at the end of Term Two and the end of Term Four. These reports are sent via Connect.
- **Noticeboards** – These will be used to communicate information relating to upcoming school events.

What we expect from parents and carers when they are communicating with the school:

Our parents and carers can demonstrate respectful engagement and communication by:

- Respecting the diversity of our school and the right of every child to an education.
- Always communicating respectfully about the school and staff. This includes not using offensive, aggressive, insulting, or derogatory language. Always displaying appropriate conduct and being kind when interacting with others.
- Appreciating that school staff may not be available to respond to your requests or concerns immediately and trusting staff will respond to appropriate communication when they are able.
- Not engaging in malicious or judgemental gossip in person, in writing, or on social media about staff, students, or families.
- Raising any concerns initially with the classroom teacher before contacting the principal.
- Please do not add staff or send requests to staff to be added as friends on their personal social media accounts.
- If you would like to discuss a matter concerning your child, please contact your child's classroom teacher to make an appointment. When requesting a meeting to discuss any concern about your child's education, allow staff time to prepare for this meeting and appreciate their time may be limited. Drop-off time is not a time when a teacher can discuss issues in depth as they are assisting in preparing the students for the day ahead. The best way to have a productive and confidential conversation is to email and request an appointment at a mutually convenient time. This enables both parties to be prepared for the meeting. Some areas you may wish to discuss with the class teacher include:
 - academic progress,
 - general behaviour,
 - homework,
 - assessment,
 - attendance, or
 - social/emotional wellbeing.

In your discussion with the teacher:

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

Other methods of communication at a class level include:

- Formal reports
- Information Sessions
- Face-to-face Teacher / Parent Interviews
- School Assembly
- Learning Journeys
- Special Events
- Case Conferences

Queries regarding school matters and the operations of the school

Before contacting the school with an enquiry, concern, or complaint we suggest you:

- Check the school website and communications for further information.
- Reflect, clarify and write down your enquiry, concern or complaint.
- Make a list of relevant information specific to your enquiry, concern, or complaint.
- Consider taking a support person with you if you feel nervous about talking about your enquiry, concern, or complaint.

The next step is to arrange an appointment with the most appropriate person at the school. This can be done by phoning the main office or speaking or emailing the person directly. Contact details can also be found on the school's website and in the classroom information booklets.

If you have a comment or query about the curriculum, school staff, or functioning of the school please contact the Principal or a Deputy Principal. The most efficient way to contact the principal is via an email outlining your query to beldon.ps@education.wa.edu.au. If you believe a face-to-face conversation would be more appropriate, please contact the school requesting an appointment and outlining the reason for this request. Alternatively, you may wish to make an appointment to meet with the principal by calling the front office on 62073240. To enable both parties to be prepared for the meeting, the Principal or Deputy Principal will require time to discuss your enquiry/concern with all relevant parties. Your enquiry/concern will be managed following established school and Department of Education policies and procedures. If you believe your concern has not been addressed, then please refer to the *Complaints and Concerns* website. <https://www.education.wa.edu.au/complaints>

We look forward to continuing the positive partnerships with our families, so our students thrive.