



WALLAROO MINES PRIMARY SCHOOL

LEARNING - RESPECT - RESILIENCE

Communication Guidelines Policy

At Wallaroo Mines Primary, we believe in building good relationships and strong partnerships between the school and its community to promote a positive learning environment for students. We are committed to open, honest and timely communication which is both respectful and constructive.

Due to the nature of the classroom environment, it is often difficult for staff to check messages regularly during the school day. **Messages from home requiring urgent attention, such as change of pick-up arrangements, medical issues etc, should be communicated via phoning the front office.**

We value our staff's wellbeing and have a commitment to support the balancing of workload and expectations. The processes within this policy support our staff to maintain their focus and time on improving student learning and wellbeing outcomes.

WMPS Communication Methods

- **Class DOJO:** The primary method of two-way communication between classroom teachers and parents/caregivers, specialist teachers at times will also use this platform. This will be used to share learning experiences, work samples and any relevant information/notes/messages relating to their specific class.
- **Telephone:** Staff are expected to be available for phone calls or scheduled meetings between **3:10-4:00pm** during the week (excluding on Wednesday during staff meetings). At times SMS Text Messages are sent, these include newsletter links, attendance explanation requests, and student behaviour updates.
- **In Person/Face to Face:** For lengthy discussions or queries, an appointment should be made with the appropriate staff member. Please do not attempt to meet with staff formally at morning drop off or afternoon pick up times.
- **Newsletter:** Published twice a term, the WMPS Newsletter contains information regarding recent and upcoming events as well as snapshots of student learning.
- **Written Reports:** WMPS produces formal reports twice a year, at the end of each semester, these vary in format and provide parents with information regarding their child's achievement progress against the relevant Australian Curriculum Achievement Standards.
- **Student Diary/Communication Books:** Each student has a diary or communication book. They should be signed by families and classroom teacher each week.
- **Facebook:** Is used to communicate school information, however this is not a primary method of two-way communication.
- **Email:** When communicating urgent or notable information at times we will also use emails to those parents/caregivers listed as PG1 and PG2 on children's enrolment forms.
- **School Website (<https://walminesps.sa.edu.au>):** The school also has a webpage with information regarding policies, school-based information and staff, as well as our Parent Grievance policy and link to Unreasonable customer conduct.



Family Responsibilities

- **Families are expected to be connected and attentive to the school's communication methods.** We are unable to tailor communication to meet every family's preferred communication method, this means that in order for communication to be open, honest and timely we focus on the methods that are agreed to in this policy.
- **Urgent Communication and Absences should be communicated to the front office via telephone.** This will ensure accurate school records are accurate and that the message is passed on as teachers are often unable to check electronic communication during teaching time.
- **Families should be respectful, courteous and constructive in all interactions with staff.** Families should be calm and not react with high levels of emotion. If it relates to a concern or problem, the focus must be about understanding the problem and finding a solution. Goodwill and understanding comes from good communication, not demands or negativity. Keep an open mind and be aware that there may be different views and perspectives about a situation. Communication that exhibits unreasonable conduct may not receive a response.
- **Families should respect staff non-working time, including weekends, holidays, sick days and non-working days.** When sending messages outside of work hours, **8:30 – 4:30**, please do not expect an immediate response. While some staff may choose to respond to messages it is not an expectation. Please note that some staff work part time so they are only expected to communicate on their working days.
- **When there is breakdown of communication and/or an issue arises, the first point of call is to contact the associated staff member to discuss and resolve the matter.** It is recommended that any issues or concerns should be raised **within 48 hours**. Families should be familiar and adhere to the Parent Grievance Policy. Should anyone wish to raise a formal concern or complaint to the Principal they may be contacted through phoning the front office.

Staff Responsibilities

- **Staff will aim to respond to communication in a timely manner, within 2 working days.**
- **Staff will be respectful, courteous and constructive in all interactions.**
- **Staff are to be available for family meetings or phone calls between 3:10 and 4:00.** They may choose to work outside these times, but it is not an expectation.
- **Teachers will use Class Dojo and Diaries/Communication Books as the primary method of two-way communication.** This includes responding to notes/messages and signing diaries every week to acknowledge their use.
- **Staff will use agreed communication methods proactively and in an open and honest manner.** This includes;
 - Ensuring families have access to Class Dojo and following up on photo permission in term 1 of each year.
 - Making regular phone calls to support strong partnerships between families and WMPS.
 - Making appointments to discuss learning, behaviour or social aspects of child development with families.
 - Providing learning updates for Facebook Pride Posts at least once a term, and contribute to the WMPS Newsletter at least once a term.
- **Staff will protect their own well-being by disengaging from any hostile, abusive or threatening behaviour.** The Principal will be made aware of these interactions within 24 hours.



Internal Staff Communication Methods

- **Face to Face:** Effective for quick, informal information sharing but can place others under unnecessary time pressure. The use of Meeting Requests is an effective way for people to manage their workload and demonstrate a respectful way of working as a team. Any official meetings should occur at a mutually agreeable time within working hours.
- **Daily Notices:** Staff should read daily notices on Frog each morning and each staff member has the responsibility to add any relevant messages or information.
- **Email:** Emails should be read daily. This is the main source of official communication and Departmental updates. Any correspondence should be replied to within 2 working days.
- **Weekly Bulletin:** Mines Mail is distributed each week via email and is stored on MS Teams.
- **Whole School Calendar:** Available on Frog, all events should go through the calendar Organisation Committee for approval.
- **MS TEAMS:** used for the sharing of documents, resources, policies, automatic updates and storage.
- **Facebook Messenger/SMS Text:** While these can be quick and simple ways of communicating, these are non-official methods of communication and therefore less reliable than other methods above. Please be respectful of the working hours of others and ensure that your use of these platforms is appropriate for workplace communication.

Internal Staff Responsibilities

- **Internal communication should be open, honest and respectful.** It is appropriate for colleagues to disagree and challenge each other within a professional environment. It is not appropriate to be disrespectful, rude or abusive.
- **Internal communication should be clear, concise and have a purpose.**
 - Be clear; Why is information being shared; Is it just FYI? Do you need support? Is it helping the receiver?
 - Use the most appropriate method for communication.
 - Be aware of who needs to have the information being shared, not everyone needs everything.
- **Internal communication should be timely and respect the time of others.**
 - Staff will aim to respond to communication in a timely manner, within 2 working days.
 - The urgency of the information being communicated should match the method of communication.
 - The time and method of communication should not impact others right to disconnect?
 - Requests should provide enough time for others to make appropriate arrangements?

