

Hopetoun Primary School

Communication Policy

In Western Australia, parents and carers, school staff and students share responsibility for public schools providing safe, supportive and productive learning environments.



Rationale

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Hopetoun Primary School is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

Our school aligns with the Department of Education's 'School Communities Working Together: Communication Protocols' document <https://www.education.wa.edu.au/dl/q3vvkq>

We maintain high expectations of our staff in communicating with our parents, but also have high expectations in how our community interacts with our staff. This is important in ensuring positive, open and authentic communication that leads to a supportive, friendly and caring environment for our students.

Communicating with our staff

We encourage all parents to communicate with our staff, whether it be around your child's learning, information about the school, an event coming up, a question or concern you may have, or something else.

This communication must be conducted in a polite, respectful and positive manner, which promotes a positive relationship between home and school. Communication that does not meet this expectation will be referred to the Principal.

The below chain of communication must be adhered to when communicating with our staff to ensure information is directed to the right person, and that questions or concerns can be resolved in a timely manner.

Have a question or concern about your child?

All questions or concerns about your child must follow the communication flowchart below. This includes for reasons around teaching, learning, assessment, behaviour, medical issues, family circumstances and others.

1. Speak with the Classroom Teacher

Contact the class teacher through a phone call to the school office on (08) 68231000 and a message request will be shared with the teacher. Alternatively, contact the teacher through ClassDojo. Catching the teacher in the morning or after school may not be the best time for a teacher.



2. Speak with the Deputy Principal or Principal

If your question or concern has not been resolved, contact the school office and request an appointment or call with the Deputy or Principal. Your request will be referred to the appropriate person who will get in contact with you in a reasonable timeframe.



3. Speak with Regional Office

If your question or concern has not been satisfactorily resolved, you can contact the Goldfields Education Regional Office.

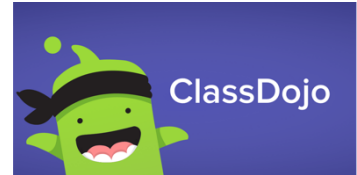
Have an enquiry about school?

Speak with our School Officers through phone all on (08) 68231000 or visit the school office during school operating hours (Monday to Friday, 8am – 4pm).

School communication methods

Hopetoun Primary School prides itself on its communication strategy with parents. We use a variety of communication platforms and modes to ensure all members of our community receive important information about the school, in a timely manner. These communication methods are outlined below. Communication with teachers should take place during normal school hours (Monday to Friday, 8am – 4pm). Our staff are not expected to reply to parents outside of school hours. Parents should not be contacting staff on their personal mobiles. We appreciate your cooperation with this.

ClassDojo



All families in our school will be connected to their children through a ClassDojo account on enrolment. ClassDojo allows parents to see the teaching and learning take place in their classrooms. Teachers will showcase photos and videos of student learning and provide notices and updates relating to their classroom. You will also be connected to our whole school channel, where we send key information and notices relevant to all students in the school. Please contact our school office if you need any support with using ClassDojo.

Newsletters

Every 5 weeks, we will email our school newsletter to all families. We will also display the most recent newsletter in the communication boards in the school, and on our website.

Email

Emails are usually used to compliment any documents that are sent out to parents through ClassDojo and/or physical copies that are taken home by students. This ensures parents receive the information they need, when they need it.

SMS

Parents will be sent an sms for urgent notices that require immediate parent attention. While rarely used, there may be circumstances where you need instant notification. E.g., A bus returning late after school from an excursion.

Phone Call

From time to time, teachers or administration staff may call you on your preferred contact number to organise a meeting or provide you with information about your child.

HOPE
by the sea



HOPETOUN
Primary School