HOPETOUN

Primary School

Communication Policy



Our Commitment

Effective communication is essential to building strong partnerships between our school, families and community.

Hopetoun Primary School is committed to open, respectful and timely communication that supports student learning, wellbeing and success.

What families can expect from us

- Clear and timely information about school matters.
- Communication that is respectful, professional and appropriate.
- Opportunities to ask questions, provide feedback and raise concerns.
- Staff who will listen and work with families to resolve concerns.
- Information that respects the privacy and confidentiality of students, families and staff.

What we ask of families

- Communicate with staff respectfully and courteously.
- Raise concerns with the appropriate person using the school's communication process.
- Make an appointment when a matter requires a longer conversation.
- Allow staff reasonable time to respond and investigate concerns.
- Respect the privacy of other students, families and staff.

Have a question or concern?

We're here to help!

We want to work in partnership with families to resolve concerns as quickly and positively as possible. In most cases, concerns are best resolved by speaking with the person closest to the issue first.

1 Speak with the Classroom Teacher

Most concerns are best resolved by speaking with your child's classroom teacher first.

Contact the teacher through ClassDojo or Compass or by calling the school office on **6823 1000** and leaving a message for the teacher.



2 Speak with the Deputy Principal or Principal

If your concern has not been resolved after speaking with the classroom teacher, contact the school office to request a conversation or appointment with the Deputy Principal or Principal.

We will make sure your concern is referred to the appropriate person, who will contact you within a reasonable timeframe.

DEPUTY PRINCIPAL or PRINCIPAL

3 Contact the Goldfields Education Regional Office

If you have followed the school's processes and your concern remains unresolved, you may contact the Goldfields Education Regional Office on **9093 5600** for further assistance.

GOLDFIELDS EDUCATION REGIONAL OFFICE
9093 5600

A few things to remember:

Start with the person closest to the issue.
This usually allows concerns to be resolved most quickly.

Please make an appointment.
Staff may not be available to discuss concerns at drop-off, pick-up or while supervising students.

We will listen.
We value respectful communication and genuine feedback from our families.

Some matters are confidential.
We cannot discuss information relating to other students, families or staff.

Some concerns may need to be raised directly with the Deputy Principal or Principal.
If you are unsure who to contact, please contact the school office and we will direct you to the appropriate person.

How We Communicate with Families

Hopetoun Primary School uses a range of communication platforms to ensure families receive important information in a timely and accessible way. Different platforms are used for different purposes, as outlined below.

Compass – School Information & Communication

All families will receive a **Compass login** when their child enrols at Hopetoun Primary School. Compass is our student management and information system and will increasingly become our primary platform for school information and communication with families.

As Compass continues to become more functional, we will gradually increase the ways in which we use the platform. Families will be kept informed as new communication and information functions are introduced.

If you need assistance with Compass, please contact the school office.

ClassDojo – Classroom Learning & Updates

ClassDojo provides families with a window into their child's classroom and the teaching and learning taking place each day. Teachers may use ClassDojo to share photos, videos, classroom learning, notices, reminders and updates.

ClassDojo will continue to be an important communication platform as we transition to Compass.

If you need assistance with ClassDojo, please contact the school office.

Email – Information & Documents

Email may be used to provide or complement information shared through Compass, ClassDojo or other school communication channels.

SMS – Urgent Information

SMS is used for urgent information requiring immediate parent attention.

For example, an SMS may be sent if a school bus is returning late from an excursion or there is another situation requiring families to be notified promptly.

Phone – Personal Communication

Staff may contact families by phone when a matter requires direct conversation, including matters relating to a child's learning, wellbeing, behaviour or other information.

Parents wishing to speak with a staff member should contact the school office on **(08) 6823 1000** and request a call or appointment.

Communication with Staff

Our normal school communication hours are **Monday to Friday, 8.30am–3.00pm.**

Staff are not expected to respond to parent communication outside these hours.

Please do not contact staff through their personal mobile phones or personal social media accounts. School communication should occur through the school's approved communication channels.

If you are unsure who to contact, please contact the school office and we will direct your enquiry to the appropriate person.

Compliments & Positive Feedback

We love hearing when things are going well! Families can:

- speak directly with a staff member
- send a message through ClassDojo or Compass
- contact the school office to pass on a compliment.