

North Fremantle Primary School Communication Policy

Rationale

North Fremantle Primary School 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 2015 – 2017 Independent Public School Business Plan.

As a member of the North Fremantle Primary School Community we agree to:

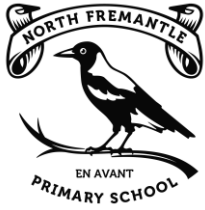
- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child.
- Adopt a proactive approach to communication and building a sense of community.
- Interact courteously and appropriately.
- Be open to new learning and value positive contributions.
- Approach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

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

- responding promptly and helpfully to enquiries, concerns, suggestions and compliments.
- providing information about support services for children with disability, special programs, policies and procedures.

Our school based communication Procedures include:

- A welcome induction or morning tea for 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
- An open invitation to new parents to ring the school to make an appointment with the Business Manager / Principal to provide a tour of the school
- Classroom Parent meetings organised by class teachers at the commencement of the school year
- An electronic newsletter produced each fortnight



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- School website designed to provide information on school policy and procedures and current initiatives
 - An open invitation throughout the year for parents to make an appointment to meet with a class teacher
 - Assemblies held week 3, 6 and 9
 - Parent forums/workshops to support school programs.
 - Invitation to parents to participate in organized committees such as the Parents and Citizens Association and School Board.

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

- talk 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 North Fremantle Primary School 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:

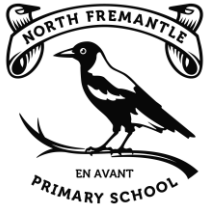
- academic progress
- general behaviour
- homework
- assessment
- attendance
- social or emotional wellbeing

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 to meet your class teacher via the school office or by hard copy letter.

This enables both parties to be prepared for the meeting.



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Discuss your enquiry or concern with the Deputy 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
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NOTE: Anonymous enquiries or concerns will not be acted on.

Please make an appointment to meet the Deputy Principal or Principal via the school office or by hard copy letter. This enables both parties to be prepared for the meeting.

Contact the South Metropolitan Regional Education Office:

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 education office.



STEPS IN COMMUNICATION PROCESS AT NORTH FREMANTLE PRIMARY SCHOOL

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

PREPARE



Consider, discuss and identify key points.

Contact class teacher via appointment through front office or hard copy letter.

COMMUNICATE WITH CLASS TEACHER



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

COMMUNICATE WITH DEPUTY PRINCIPALS AND OR PRINCIPAL

Contact deputy principals and principal through front office or hard copy letter.



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

NOTE: Anonymous enquiries and concerns will not be acted on