



# Parent Communication Charter

*'When we enrol a student we enrol their whole family'*

## PARENT COMMUNICATION PLAN

Quality communication is our goal, therefore, the school acknowledges the role of parents as joint partners and welcomes your involvement. We aim to communicate effectively with everyone in our community, and therefore we use a range of strategies and mediums to suit the different needs and preferences of parents, caregivers and community members.

When parents and school staff share information, model respect and give consistent messages, children are inspired to grow, learn and achieve their full potential. This partnership between school, family and community is vital.

This plan outlines the standards that Brabham Primary School expects from all staff when communicating with parents. It also outlines the most appropriate and effective methods for parents to communicate with the school.

Respectful, open and timely communication is at the heart of the parent-school relationship. The protocols in this plan will ensure that all community members work together in a positive and respectful manner to ensure the growth and learning of all students.

***Important: Please ensure that your phone number and email address are provided to the school and are always up to date.***

### What parents can expect:

- Regular communication from the school through announcements via Seesaw, the newsletter and email. Many of which will direct you back to the School's website;
- Scheduled opportunities to meet with the classroom teacher (e.g. Term One classroom meetings, Term Three parent/ teacher interviews or ECE Learning Journeys);
- Other opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class through Seesaw ;
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications responded to within four working days.

*Many of the teachers at Brabham Primary School will exceed these expectations. However, these are the minimum expectations for all staff members.*

### What parents cannot expect:

- School staff returning calls after work hours;
- Messages to be answered in the evenings or weekends; or
- Access to teachers' private phone numbers or emails.
- Messages to be delivered to students throughout the day by calling the front office, unless they are deemed urgent.

### When should you contact your child's teacher?

- Changes in family circumstances;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- If your child has head lice;
- If a parent is running late to collect their child or need to collect them early.

### What information should be communicated to the school office?

- Changes in address or contact details;
- Medical issues that change or arise;
- Absence due to sickness;
- A contagious disease;
- Planned absences (e.g. medical appointments). Please note that holidays planned during term time will be recorded as 'Unauthorised';
- Any issues related to custody or access.

### When you have last minute urgent information for the teacher:

- Speak to the teacher between 8:30 am and 8:45 am (for brief messages of approximately one minute);
- Send a note that is handed directly to the teacher or;
- Call the office and leave a message for the teacher.

### Communication that promotes a strong community and safe learning:

- Make an appointment with school staff to discuss items in length;
- Use social media platforms appropriately;
- Speak to all staff, students, parents and any community member respectfully at all times;
- It is best to discuss issues directly with the school so we can help the situation.

***We model how we want all of our children to communicate.***

### Electronic Communication

Electronic communication, such as Seesaw message, is highly convenient and can be used for short, non- urgent and positive forms of communication.

### When is a face-to-face meeting appropriate?

Electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face appointment so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

### When should I contact the Principal or Deputy Principal?

For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve conflict, other families or dissatisfaction with any aspect of the school, members of the school leadership team (Principal and Deputy Principals) will be involved. Either a staff member or a parent may request the involvement of the school leadership team to attend a meeting.

### To increase mutual respect, remember:

- Teachers will make mistakes; they're human, too;
- Teachers have their own families and lives; please respect their privacy;
- We're all on the same team - your child's support team!
- Take chats off site after drop-off so teachers and students can begin learning;
- Use age-appropriate language around children during drop-off and pick-up times;
- Recognise that we won't always agree, but we promise to listen;
- Speak positively in front of your child.

If you have issues or concerns regarding your child or the school, it is vital that you seek resolution as early as possible to avoid stress and anxiety. In the first instance please contact the classroom teacher or other relevant staff members to discuss your concerns. The best way to do this is to arrange an appointment with the relevant person so that an appropriate amount of time can be devoted to resolve the problem effectively. To avoid disruptions to normal class routine, parents are to arrange visits in advance with the teacher or via the Administration Office.

***Please note that it is inappropriate for parents/caregivers to deal directly with other students or their caregivers as this can lead to unnecessary conflict.***

### Absentee notification:

When your child is unable to attend school, parents must notify the school in any of the following ways:

- Through the absentee Form on our School website  
<https://www.brabhamps.wa.edu.au/absentee-form/>
- SMS Message. All new families will be sent a link to our SMS system;
- Written notes

## Communication tools and the purposes for community stakeholders

Communication Tool	School Staff	Parents and Caregivers
Phone	Used by staff to contact parents or caregivers in an emergency, as a result of sickness or injury and when important information needs to be communicated about your child, their wellbeing and academic progress.	Used by parents to communicate an urgent message to their child or contact the school for information that is not available on our school website.
SMS	Used by staff to send out reminders and to notify parents of unexplained absences.	Used by parents to notify the school of a student absence.
Website	Updated comprehensive information and documents relevant for current and prospective parents. This includes policies, enrolment forms, booklists, newsletters, annual reports and upcoming events.	First place for parents to gather general school information, event updates and relevant documents/forms. If you are unable to locate what you need, please call the school directly.
Seesaw	Used by class teachers to communicate with parents and promote student learning. Students can use this platform to create and record work in an e-journal.	Parents can message teachers directly with non-urgent information or questions. If it is urgent, phone the school directly. Parents can expect a response within four working days.
Newsletter	Used to promote general school initiative, events and celebrate student success. A notification will be sent to parents informing them a newsletter is available on our website.	A document that will keep the community up to date with past and present events, and school/class initiatives.
Facebook	Used by the school to promote events, programs and initiatives, and will often redirect people back to our website. The Facebook page will be monitored infrequently, so please contact the school directly if you have an urgent matter.	Parents can view, like and comment on upcoming and past event pages, programs and initiatives. The Facebook page will be monitored infrequently, so please phone the school directly. Any inappropriate comments will be deleted from the page.
Email	School staff may email community	Parents can email the school email

	members when appropriate.	<p>(brabham.ps@education.wa.edu.au) with general enquiries, such as enrolments if the information is not available on the school website.</p> <p>Used by parents to notify the school about changes of contacts or circumstances or if you wish to make an appointment. Please be aware that teachers are unlikely to respond during instructional time to emails. If you have an urgent message that needs to be communicated to your child, please phone the school.</p>
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### Teacher-parent contact:

Parents and teachers are partners in supporting your child to reach their full potential. In addition to formal communication processes, teachers also communicate with parents in a variety of ways including:

- Seesaw direct messages and general messages.
- Information meetings about the teaching and learning programs.
- Informal and formal parent teacher discussions, that may include three way conferences with the child involved.
- Telephone discussions between teacher and parent.
- Annotations on student work samples.
- Notes, permission slips and other form of correspondence from teachers to advise parents about successes or concerns.
- Formal reports to parents.

Brabham Primary School uses the Seesaw Application to strengthen the communication between teachers, parents and students. There are many benefits for using this real-time communication including:

- Seesaw empowers students to independently document their learning with built-in creative tools, and provides an authentic audience for their work.
- Seesaw gives families an immediate and personalised window into their child's school day. The Seesaw Application can be downloaded to your device using the following links;

- iOS Devices  
<https://itunes.apple.com/us/app/seesaw-multimedia-journal/id930565184?ls=1&mt=8>
- Android Device  
<https://play.google.com/store/apps/details?id=seesaw.shadowpuppet.co.classroom>

Where there is a need to discuss an individual student's progress, staff will contact parents in person, by phone or direct message to arrange a suitable interview time to meet.

## Appendix A: **Facebook Page Rules of Engagement**

*In joining our community on Facebook, members agree to follow the Department of Education Code of Conduct and Facebook's Community Standards.*

### **Purpose**

We have created a Facebook page as a place for our school community to share the latest information and get involved in the many and varied activities the school has to offer throughout the year. We will also share other community events that benefit the school, parents and students.

### **Students**

Facebook Terms and Conditions state no one under the age of 13 years should have a Facebook profile. Therefore, any comments from primary students on the School Facebook page will be removed.

### **Tagging or naming student photos**

Photos of students can only be published by the Facebook page administrators, and this will only occur if the correct Department of Education Permission to publish forms have been completed by the student's parent or guardian.

For privacy and protection, tagging photos of children is not permitted. Please do not publish children's surname in your comments.

Tagging of parents or friends within the comment box is permitted with the understanding that all other rules of engagement are followed.

### **Comments**

The Brabham Primary School Leadership Team encourages interaction from participants with the understanding that the school does not endorse comments or wall postings made by visitors to the page.

We ask that visitors making comments on the page show respect for other users by ensuring discussions remain civil. Personal attacks, trolling or spam will not be tolerated.

The administration team will monitor and review the page and reserve the right to remove comments that do not adhere to the rules of engagement of the page and Facebook's community standards including comments that:

- *Are deemed racist, sexist, homophobic, abusive, profane, violent, obscene, spam, create or promote a negative perception or deliberately damage the image or reputation of the school;*
- *Libel, incite, criticise, threaten or make personal character attacks on Brabham Primary School students, employees, guests, P&C members or other individuals and;*
- *Advocate illegal activity.*

We reserve the right to remove any participant or post that does not adhere to the rules of engagement or **Facebook's Community Standards**. We will not permit messages selling products or promoting commercial, political, religious or other ventures.

### **Moderation Hours**

This page is administrated and moderated by the administration team. Contact the Brabham Primary School team with any questions. Email to:

[Brabham.PS@education.wa.edu.au](mailto:Brabham.PS@education.wa.edu.au)