

Communication Guidelines



Brabham
PRIMARY SCHOOL
THROUGH COMMUNITY WE GROW

At Brabham Primary School, we recognise that strong partnerships between home and school are essential to every child's success. Quality communication is at the heart of these partnerships, and we are committed to respectful, open, timely and professional communication with all families.

We acknowledge parents and caregivers as valued partners in their child's education and believe children thrive when school staff and families work together, share information, model respect and provide consistent support.

To support effective communication and student safety, families are responsible for ensuring all contact details, including phone numbers, email addresses, emergency contacts and custody information, remain current with the school.

These guidelines align with the Western Australian Department of Education's Connect and Respect framework and reflects Department expectations around respectful relationships, family and community partnerships, student wellbeing and effective complaints resolution.

These guidelines outline:

- The communication standards Brabham Primary School staff uphold
- What parents and caregivers can expect from the school
- The most appropriate ways for families to communicate with staff
- Shared expectations that promote a safe, respectful and connected school community

Shared Commitment to Respectful Communication

Respectful communication is a shared responsibility between staff, families and the wider school community.

In line with the Department of Education's Connect and Respect framework:

- All communication should remain respectful, calm and constructive
- Concerns should be raised through appropriate school channels
- Aggressive, threatening, abusive or defamatory behaviour is not acceptable
- Online communication should reflect the same standards as face-to-face interactions
- Privacy and confidentiality must be respected by all parties

We are committed to working together to resolve concerns early, respectfully and with a shared focus on the best interests of every child.

What Families Can Expect

- Regular whole-school communication through Compass announcements and school communication platforms
- Scheduled opportunities to connect with teachers, including

parent-teacher interviews, learning showcases, events and meetings by appointment

- Class updates through Compass at least twice per term
- Notification of significant concerns, wellbeing matters or ongoing issues relating to their child
- Professional, respectful and timely communication from staff
- Responses to parent communication within two working days where possible, between 8:00am and 4:00pm
- Opportunities to provide feedback through surveys, consultation and community engagement
- Clear pathways for raising concerns or seeking support
- Support accessing interpreters or additional assistance where required

What Families Cannot Expect

- Responses to messages outside work hours (prior to 8:00am or past 4:00pm), including evenings, weekends or holidays
- Access to staff private phone numbers, social media accounts or personal email addresses
- Immediate unscheduled meetings
- Non-urgent messages being delivered to students during learning time
- Immediate resolution of complex matters without appropriate investigation
- Discussion regarding other students, families or confidential matters
- Communication that compromises staff privacy, safety or wellbeing
- Access to staff or school grounds where behaviour or language (verbal or written) is aggressive, threatening or inappropriate

When to Contact Your Child's Teacher

- Your child's classroom teacher should be your first point of contact
- Academic progress or classroom participation
- Behavioural, emotional or social concerns
- Changes in family circumstances that may impact learning
- Health matters affecting school participation
- Day-to-day school concerns
- Appointment or routine changes

The classroom teacher may request involvement of executive leadership in specific circumstances.

When to Contact the School Office

- Student absences or late arrivals
- Changes to contact information
- Medical updates or health plans
- Contagious illnesses
- Planned absences or appointments
- Custody, court orders or access arrangements



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Same-Day Communication

- Contact the school office directly
 - Phone – 08 9265 1840
 - Email – brabham.ps@education.wa.edu.au
- Send a Compass message, understanding teaching staff may not immediately access messages during instructional time
- If your child is required to be collected during school hours, parents will be required to sign their child out at the front office and then collect them from their classroom.

Communication That Builds a Strong Community

- Arrange appointment times with classroom teachers
- Raise concerns directly with the school so they can be addressed constructively
- Communicate respectfully to all staff, students and families
- Respect differing perspectives
- Use social media responsibly and respectfully
- Families **should never** directly approach other children or families regarding school matters, as this can escalate conflict and compromise safety

When a Face-to-Face Meeting Is Best

Some matters are best addressed in person, particularly when concerns are:

- Complex
- Emotional
- Ongoing
- Sensitive
- Involving conflict or wellbeing

In these situations:

- Arrange an appointment in advance
- Contact the relevant staff member first
- Involve leadership when appropriate

Attendance and Absence Notification

If your child is absent, families should notify the school through:

- School website absentee form
- SMS system
- Compass (where applicable)
- Written note

In line with Department of Education attendance requirements, family holidays during school terms are recorded as unauthorised absences unless approved under exceptional circumstances.



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When to Contact Executive Leadership Team

While the classroom teacher is generally the first point of contact, Deputy Principals or the Principal may become involved when matters include:

- Complex behavioural or wellbeing issues
- Concerns involving multiple students or families
- Ongoing dissatisfaction after teacher communication

Resolving Concerns and Complaints

Brabham Primary School encourages concerns to be addressed early and directly wherever possible.

In most cases:

- Classroom and playground friendship concerns: Classroom Teacher
- Complex concerns: Deputy Principal

If all school avenues have been exhausted, families may access the [Western Australian Department of Education's Complaints and Notifications process](#).

Mutual Respect Matters

To support strong school-family partnerships:

- Student safety and wellbeing is our common goal
- Teachers and parents are human and may make mistakes
- Staff privacy and wellbeing should always be respected
- All parties deserve respectful communication
- Adults should always model respectful communication

Social Media and Facebook Guidelines

Our social media platforms exist to celebrate, inform and connect our community.

All users are expected to:

- Follow Department of Education standards
- Communicate respectfully
- Protect student privacy
- Avoid offensive, harmful or defamatory comments
- Avoid political, commercial or promotional content
- Refrain from publicly airing grievances or escalating conflict online
- Ensure students do not independently engage on school social media platforms

Brabham Primary School reserves the right to remove inappropriate content or restrict access when guidelines are not followed.

Communication Platforms and Their Purpose

COMMUNICATION PLATFORM	SCHOOL STAFF	FAMILIES
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.
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.
COMPASS	Used by class teachers to communicate with parents and promote students learning. Used to promote general school initiative, events and celebrate student success.	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 two working days.
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 for urgent matters. Any inappropriate comments will be deleted from the page.
EMAIL	School staff may email community members when appropriate.	Parents can email the school (brabham.ps@education.wa.edu.au) with general enquiries, such as enrolments if the information is not available on the school website. Used by parents to notify the school about changes in contacts or circumstances, to request an appointment (please be aware that teachers are unlikely to respond during classroom time) or may not be able to communicate an urgent message to a child.

Guidelines revised 2026

[Connect and Respect - Department of Education](#)