



Communications Guidelines

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Document History

Date	Responsible	Action
2016-07	J. Conley	Reviewed.
2018-06-28	J. Hoogland	Existing guideline transferred to new template. No change in content. Introduced Terminology table, use of PCG acronym and translated flowchart. Added reference list.
2018-09-06	R. Woodhams	Updated guidelines with suggested reformat. Track changes provided to R Melville for review.

Next Review

2021

Intent[1]

The purpose of these Guidelines is to outline the standards and ways in which our school community communicates with each other.

At Coolbinia Primary School we value open, honest and transparent communication between home and school to ensure the best possible outcomes for our students.

We believe effective and respectful communication provides an opportunity for staff, parents and students to work together to promote a strong, cohesive community that supports our students to reach their full potential.

Coolbinia Communication Values

Our communication values include:

- A focus on the well-being and learning outcomes of our students. We recognise that positive, consistent messages from our school community supports our students to reach their potential.
- Mutual respect, understanding and effective communication by of all members of our community. We endeavour to listen, understand and communicate positively.
- Timely and appropriate communication that reflects the standards and supports the strategic direction of our school.
- Inclusive language that reflects the diversity of our school, and the wider Western Australian community.

Communication Methods

Our school uses a range of communications methods to meet the needs of our community and provide information in a timely manner.

Regular Communication from the School

We endeavour to provide regular information about our school community including the achievements and participation of our students, teachers and administration staff and our parents and carers through:

Coolbinia School Bulletin

The Coolbinia School Bulletin is emailed weekly on Wednesdays to parents and caregivers from the Principal and administration.

The Bulletin contains:

- updates on the success of our students and school,
- important dates for the coming week and upcoming events.
- Summary information from School Board meetings
- Events and information from the P&C.

Coolbinia School Website

The [school website](#) is the platform where we provide current information to the wider community. It is designed to provide information about our school vision and business plan, learning areas and Curriculum priorities, guidelines and procedures and current initiatives. The calendar of events is a valuable tool to assist parents and carers with notification of important dates.

The school Parents and Citizens Committee (P&C), School Board and Coolbinia Out of School Care Association (COSCA) also share valuable information on the school's website.

Connect

Connect is the Department of Education's secure and endorsed method of sharing information with parents and carers. Connect exists so that WA public school administration, students and parents/caregivers can engage and communicate with each other in a stimulating and interactive virtual space.

It's a tool to share educational resources and keep in touch with what's happening at school. This is the preferred option for whole class communication. Your teacher will set up the class Connect Community at the beginning of Term 1. Whole school messages can also broadcast through Connect. To access Connect or to reset your password please contact school administration.

School Assemblies

Assemblies are conducted fortnightly on a Friday morning from 8.35 am in the undercover area. Assemblies are used to acknowledge student's achievements, efforts, or values with Certificates of Celebration announced. Classes, in rotation, are responsible throughout the year to conduct the assembly. Dates for assemblies are published on the school website.

Communication from Your Class Teacher

We always welcome communication with parents and carers, formal or informal, to support your child's progress including:

Meeting with Your Classroom Teacher

Parents/carers are encouraged to meet with your class teacher at various times during the year to check on progress and to address any concerns. From time to time the classroom teacher will contact you to arrange a meeting.

What you can expect:

- **Scheduled opportunities to meet with your class teacher to discuss your child's progress.**
- **Opportunities to meet with your class teacher by appointment (in addition to scheduled/regular meetings).**
- **Timely information from your class teacher about your child's progress and development.**
- **Immediate notification of any serious or ongoing issue concerning your child.**
- **Your communication acknowledged within one working day.**

Reasonable communication with the school:

We ask that parents and caregivers be mindful of staff time requirements and make an appointment at a time that meets both your and your teacher's needs. Unless the situation is urgent, please make an appointment (written, phone, email, verbal or through the school office).

Please note our staff are not able to provide their personal phone numbers or email addresses and will only respond to communications during work hours.

Student Diaries

Diaries are used to record homework, school events and provide feedback to students and [parents/guardians\[2\]](#).

Emails

Teachers and parents find using email a convenient way to communicate. Email is only to be used for giving information, setting up appointments or celebrating success. Please don't send emails of a sensitive nature or relating to educational progress. An appointment must be made for these purposes.

Staff will endeavor to respond promptly, however please do not rely on email for urgent messages. Most staff usually only access their emails before and/or after school. If you need to communicate to the classroom teacher urgently please ring the Administration Office.

Phone Calls and SMS

Staff are encouraged to use phone communication with parents/carers on an as needed basis. Often the administration will phone home if students are involved in an incident or if staff require additional information. Teaching staff may also relay information regarding students' achievement, progress, educational plans or incidents by phone.

Administration staff use Short Message System (SMS) to notify parents/carers of students' absences and seldom for critical incidents or to announce an unexpected event.

We encourage parents/carers to SMS the Office if your child is absent due to sickness or medical appointments.

Please note there is an approval process for holidays planned during school term. Please ask your class teacher or administration staff for the required forms prior to apply planned leave.

School community communication

Parents and Citizen's Committee (P&C)

The P&C communicates with the school community on events, projects and fundraising with communications limited to P&C business. The primary mode of internal P&C communication will be the P&C meeting (held twice a term). The Principal attends each P&C meeting. The P&C communicates regularly by email to the community.

School Board

The School Board communicates with the school community on strategic direction, overall school performance and school satisfaction. The primary mode of internal School Board communication will be the Board meeting (held twice a term, or as required). An open meeting where all community members are invited is held annually, during the 4th term. School Board communications with the school community will, at a minimum, be through the Business Plan and Annual Reports.

Parent Representatives

Each classroom has one or more Parent Representatives. Parent Representatives communicate with the parents of students (within that classroom) regarding social events. All correspondence regarding school and classroom business will come through the teacher. Parent Representatives must seek permission from parents to obtain email addresses. This is usually done at the beginning of the school year.

Useful information

Schools Online

This website is public information providing a brief overview of Coolbinia Primary School. All public schools in Western Australia can be found at the Department of Education website.

My School Website

My School is a resource for parents, educators and the community to access information about all schools in Australia. It provides data enabling fair comparisons to be made among schools serving students from similar socio-educational backgrounds, using the index of community socio-educational advantage (ICSEA). It is ICSEA that enables fair comparisons to be made between schools with similar students.