

Purpose

At Parkwood Primary School, open, honest, and timely communication with parents and carers (and stakeholders) is essential to strengthen relationships and build positive partnerships. Effective communication fosters a supportive, caring, and friendly environment that enhances the wellbeing of staff, students, and families, and contributes to a positive learning culture. The purpose of these guidelines is to outline expectations and procedures for communication between staff, parents, carers and the broader school community to ensure consistency, clarity, and respect in all interactions.

Principles of Effective Communication

All members of the Parkwood Primary School community are expected to communicate in a manner that is:

- **Clear and concise** – messages are easy to understand and free from unnecessary complexity.
- **Solution-focused** – communication aims to resolve issues collaboratively and constructively.
- **Timely** – responses and follow-ups occur within 2 working days
- **Respectful** – interactions reflect courtesy, professionalism, and consideration for others.
- **Private and confidential** – sensitive information is shared responsibly and appropriately.

School Office Hours

The school office is open from **8:15am to 3:30pm**. Messages for staff or students should be directed to the office during these hours.

Expectation of school staff and parents

At Parkwood Primary School, we value open, respectful and timely communication between home and school. Positive and proactive communication strengthens partnerships, supports student wellbeing, and ensures that concerns or updates are managed effectively and confidentially. The following expectations outline the responsibilities of all stakeholders.

Whole School Communication with the Community

- Emails sent to the school email address (**parkwood.ps.admin@education.wa.edu.au**) and phone calls received by office staff will be directed to the relevant staff member for follow-up and response.
- The **Term Planner** will be published on the school website by the **first day of each term** to ensure families are informed of upcoming events and key dates.
- Emails sent to school staff will be responded to within 2 working days

- Parent information sessions will be conducted at the beginning of term 1 with the class teachers
- Parent/teacher interviews will be conducted at the end of term 2 with the class teachers

Teacher Communication

- **Curriculum Overviews:**
 - Class and specialist teachers will provide parents with an overview of the learning planned for the term across key curriculum areas by the end of week 2 of each term.
- **Ongoing Updates:**
 - Class teachers will provide short updates to parents **at least three times per term**, typically in **Weeks 3, 6 and 9**. These updates will outline class activities, learning highlights, and any relevant reminders.
- **Individual Communication:**
 - Teachers will contact parents in a **timely manner** if there are any concerns regarding a child's academic progress, behaviour, or wellbeing.

Parent Communication

- **Maintain Accurate Contact Details**
Parents and caregivers are responsible for ensuring that all contact information — including phone numbers and email addresses — is accurate and kept up to date. Any changes must be communicated to the school office promptly.
- **Monitor School Communication Platforms**
Parents will regularly check Compass and email for updates, notices, and messages from the school. These platforms are the primary channels for distributing school information.
- **Make Appointments for Discussions**
For any concerns, questions, or updates regarding their child, parents are expected to make an appointment with the class teacher. This ensures that communication occurs in a timely, confidential and focused manner.
- **Follow the Communication Flow Chart**
All communication should follow the school's Communication Flow Chart to ensure enquiries, concerns, or issues are directed to the most appropriate staff member and resolved efficiently.

Communication Flowchart

To ensure communication and enquiries are directed appropriately, the following process should be followed:

1. **First Point of Contact – Class Teacher**
For concerns or information relating to:
 - Teaching and learning
 - Behaviour
 - Medical issues or family circumstances
2. **Second Level – Deputy Principal**
If the issue remains unresolved after discussion with the class teacher, please email or contact the school office to arrange an appointment with a Deputy Principal.

3. **Third Level – Principal**

If concerns persist after meeting with a Deputy Principal, an appointment can be made with the principal via the school office.

4. **External Escalation – South Metropolitan Regional Office**

If the matter is still unresolved, parents may contact the **South Metropolitan Regional Office** for further support.

If further information is required, please see the Department's Talking With my school document and our school website.

What types of communication will I get from the School?

Phone Calls

Teachers and administrators may contact parents or carers by phone:

- If a child is unwell
- To discuss a concern or issue
- To schedule an appointment

Parents are asked to ensure their contact details are current.

Email

Email is often used for non-urgent communication between school staff and parents.

- Notification of **merit awards** will be provided via email or phone.
- Class and specialists overview (Compass push notification and email)
- Class updates (Compass push notification and email)

Newsletter

A whole-school newsletter is distributed in **Week 4** and **Week 9** of each term by the principal. Newsletters are sent via **Compass** and email notification.

Compass

Compass notifications are used to share:

- Whole-school announcements
- Upcoming events
- Excursion information
- Urgent updates affecting all parents or students
- Class and specialist overview and updates
- School Newsletter

All excursion information and permission slips are delivered through Compass.

Connect

Reports will be issued at the end of Term 2 and Term 4 via Connect. Parents should ensure that their login information is current to access reports.

SMS

SMS messages may be used to communicate important information to individual parents when contact cannot be made by phone. Parents will be alerted to unexplained absences daily via SMS

Facebook

Posts on Facebook will be made regularly and typically involve:

- Important Announcement
- Celebrating student Learning
- Events and Community Engagement

Website

Information will include

- Details about the school
- Contact and Administration details
- Enrolment information
- Policies and documents
- Curriculum and Learning
- Student information- booklists and uniforms
- Term planner

When Parents Should Contact a Teacher

Parents are encouraged to contact their child's teacher when they have concerns about:

- Learning progress
- Health or wellbeing
- Behaviour

Teachers will arrange a suitable time to discuss concerns, either in person or via phone/email.