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School Communication Policy 2024

Our school values clear, respectful, and timely communication between staff, students, and our families.

Whole School Communication Methods

- **Email**: The primary method of communication between the school and families.
- **Facebook Page**: For general updates and school-wide announcements. Find us at: https://www.facebook.com/WillungaPrimarySchool
- **Website**: Contains information on enrolment, policies, and communication including newsletters. Find us at: https://willungaps.sa.edu.au/
- **School Newsletter**: Distributed in Weeks 3, 6, and 9 of each term.
- **Acquaintance Evening**
  Held early in term one each year, this is an opportunity for parents to meet their child's new teacher. Teachers provide an oral presentation and a written handout outlining classroom expectations, routines, and plans for the year.
- **Interviews/Meetings**
  Parent/Teacher Interviews: Held in Week 9 of Term 1 and week 9 of Term 3. Additional **Meetings** may occur for developing and updating One Plans and Individual Education Plans, and at the request of teachers or parents as required.
- **Written reports**
  Issued in week 10 of term 2 and week 9 of term 4

Communication with Teaching Staff

- **Email**: Teachers respond to emails between 8.00 am and 5.00 pm, Monday to Friday.
- **Whole Class Communication**: Sent home in Weeks 1 and 5 of each term.
- **Junior Primary Teachers**: Weekly update is emailed every Monday.
- **Year 3-6 Teachers**: Weekly updates are managed via the class diary.

Response Times

- Teachers will respond to emails within 48 hours during working days. Acknowledgement of the receipt of the email will be provided within this time and a response provided if required. (Monday to Friday).
- Please be aware that teachers have limited opportunities to receive and respond to emails during the school day
- For urgent matters, please contact the front office directly.

Respectful Communication

We promote a culture of mutual respect, understanding, and collaboration. Please limit the number of emails to teachers to a reasonable amount each week (1-2) to allow effective management of communication with up to 30 families in some classes.

Communication Limits

- Contact the teacher first for issues involving your child.
- If unresolved or if required, please contact the Principal, Deputy Principal, or Assistant Principal.

Office Hours

- The school office is open from 8.15am to 3:30 pm, Monday to Friday.

Expectations for Staff

- Staff will check emails and messages daily between 8:00 am and 5:00 pm and will reply within two working days. There is no expectation to respond after 5:00 pm or on weekends.
- Discussions about academic progress, issues, or concerns should be face-to-face or over the phone. In this instance please make a time to meet and discuss the concern or issue. Email updates may be appropriate in some circumstances.
- Staff will communicate respectfully and constructively.

Expectations for Parents

- Be respectful and courteous in interactions with staff.
- For urgent communication or changes to after-school routines, call the front office.
- To discuss academic progress or wellbeing, make an appointment with the appropriate staff member.
- Staff will check emails between 8:00 am and 5:00 pm and will respond within two working days.
- For grievances or concerns, please book a time to meet with the teacher to discuss the matter privately.
- Do not share personal or sensitive information without permission from the sender.
- Provide up-to-date contact information. Update the front office when personal details change.

By adhering to this policy, we aim to foster a supportive and efficient communication environment that benefits our entire school community.

Ratified September 2024
Review September 2026