



# ***Golden Bay Primary School***

## Parent Communication Protocols

Effective: October 2019

# PARENT COMMUNICATION CHARTER - GOLDEN BAY PRIMARY SCHOOL

## 1 POSITION STATEMENT

Golden Bay Primary School is a positive behaviour school (PBS) for staff, students, and the entire school community. We know that the best education happens when parents and the school work together.

At Golden Bay Primary School, we consider that learning is a partnership between our team of highly skilled professional educators and, most importantly, their families who work with us to enrich the learning of our young learners.

## 2 What parents can expect

- A respectful environment for all members of our community;
- Regular communication from the school (e.g. fortnightly electronic newsletters; school website; use of our *CONNECT* community);
- Scheduled opportunities to meet with staff by appointment;
- Updates about important developments and/or events (E.g. excursions, new staff);
- Notification of any serious matter, or ongoing matters, concerning your child;
- Access to affiliated services (E.g. school chaplain, psychologist, agencies);
- Opportunities to provide feedback via confidential school surveys; and
- Parent communication acknowledged within one working day, and responded to in a timely manner.

## 3 What parents cannot expect

- Calls returned outside of work hours;
- Emails to be answered in the evening or on weekends;
- Access to private phone numbers or emails.

## 4 Communicating with our school

- Our staff will find time to talk with you when they can give you their full attention. The best way to achieve this is to schedule an appointment.
- Please remember that while staff are in class, or dealing with other matters, they may not be able to answer your questions or speak with you immediately.

**5 Make an appointment with your child's teacher regarding**

- Medical issues that change or arise;
- Changes to family circumstances;
- Safety issues or changes in behaviour at home;
- If you would like to discuss your child's academic, social, or emotional progress;
- If your child has a contagious disease.

**6 Information that needs to be communicated to Administration Office staff**

- Absence due to sickness;
- Planned absences (please note that there is an approval process for holidays planned during school time); and
- Changes in address or contact details.

**7 Information that needs to be communicated to the school principal**

- Matters related to access or custody for your child;
- Matters requesting information from the school (E.g. subpoenas);
- For most matters the classroom teacher will be your point of first contact. However, where conversations involve conflict with other families, or dissatisfaction with any aspect of the school or staff, members of the School Executive Team (Principal, Assistant Principals) must be involved. Staff or a parent may request the involvement of a member of the Executive Team at any time.

**8 When you have last minute information for the teacher**

- Speak with the teacher between 08:30 – 08:40 am for brief messages (E.g. two minutes or less);
- Send a note; or
- Call or text the Administration Office and leave a message for the teacher.

## **9. Respectful communication is a right**

In all workplaces people have a right to feel respected. Unacceptable and offensive behaviour has no place in our learning community at Golden Bay Primary School. If required, steps may be taken to address unacceptable behaviour (inclusive of restricting contact with the school community or reporting matters to the police).

Unacceptable behaviour may include:

- Aggressive or intimidating actions, (including threatening gestures or physical proximity); and
- Aggressive or intimidating language, including obscenities, sexist, racist, religious, or derogatory comments, or use of a rude tone.

## **10 To increase mutual respect, let's all remember**

- Mistakes do happen; we're all human;
- We are all working in partnership in the best interest of the child;
- Use appropriate language around young people during drop-off and pick-up times;
- Staff have families of their own; respect their privacy;
- Recognise that we are here to help; we'll always listen and let you know what can and cannot be achieved;
- Importantly, speak positively in front of children to increase confidence and reduce stress and worry.

***Our school will work to ensure that written communication is appropriate, fair and easy to read, and timely.***