

**GOOLLELAL**  
PRIMARY SCHOOL



# **PARENT COMMUNICATION CHARTER**



Policy Name: Parent Communication Charter

Endorsed by School Board: March 2021

Reviewed: August 2023

Next Review: August 2025

## PARENT COMMUNICATION CHARTER

At Goollelal Primary School, we believe that education is a partnership between our team of professional educators and a child's most important teachers — their parents. When parents and school staff share information, model respect and give consistent messages, children are inspired to grow, learn and achieve their full potential.

This charter outlines the standards that Goollelal Primary School expects from all staff when communicating with parents. It also outlines the most appropriate and effective methods for parents to communicate with the school.

Respectful, open and timely communication is at the heart of the parent-school relationship. The protocols in this charter will ensure that all community members work together in a positive and respectful manner to ensure the growth and learning of all students.

### What parents can expect

- Regular communication from the school (e.g. whole-school newsletters and class updates via the *Class Dojo* app);
- Scheduled opportunities to meet with the classroom teacher (e.g. Term 1 classroom meetings);
- Other opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class (e.g. excursions, student teachers etc);
- Formal reports on their child's academic achievement at the end of each semester;
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged within one working day and responded to within three working days.

Many of the teachers at Goollelal Primary School will exceed these expectations, for example by using *Class Dojo* to share examples of day-to-day learning. However, these are the minimum expectations for all staff members.

## What parents can not expect

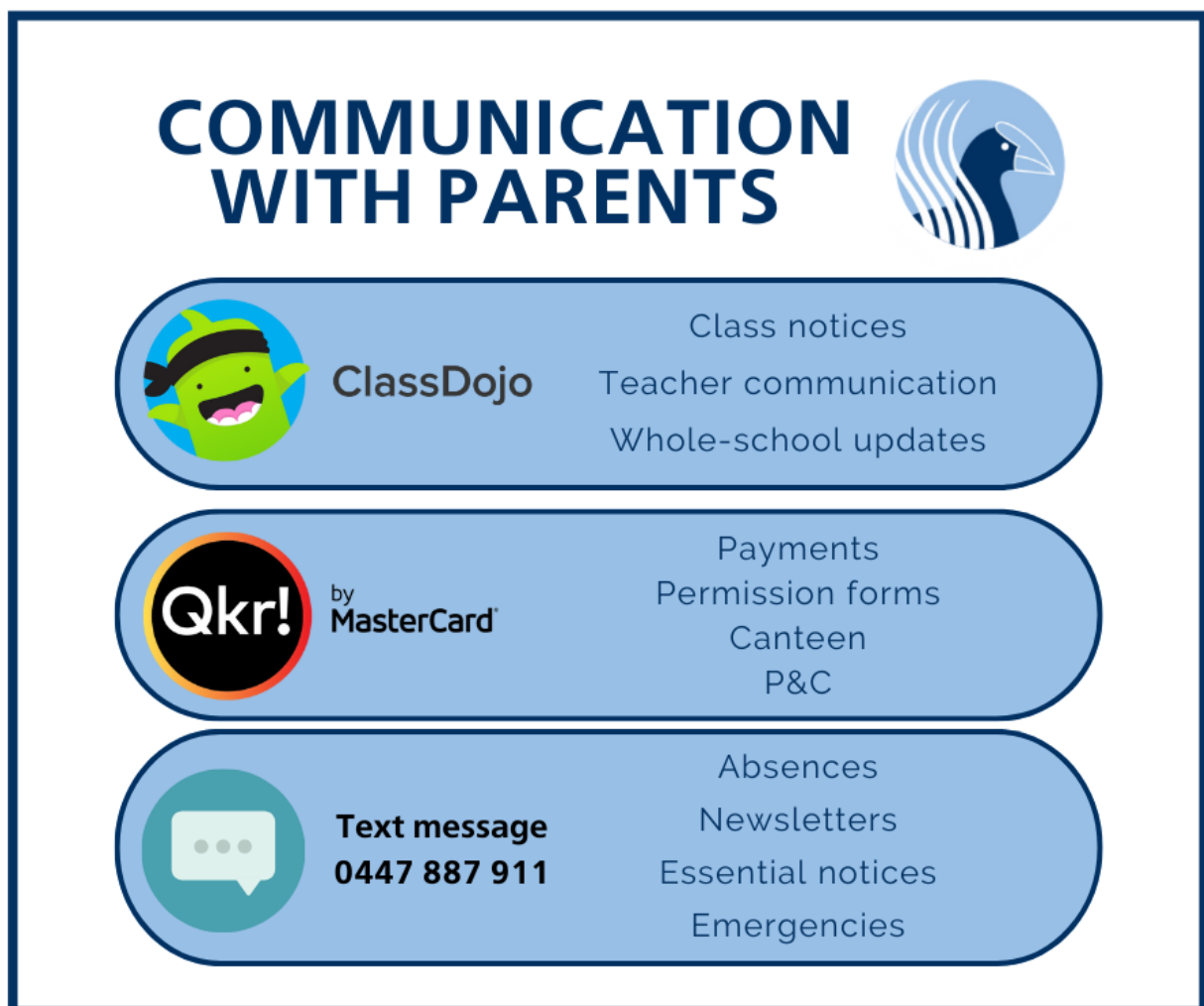
- School staff returning calls after work hours;
- Messages to be answered in the evenings or weekends; or
- Access to teachers' private phone numbers or emails.

## How does Goollelal communicate with families?

From 2023, Goollelal will use *Class Dojo* as its primary method of whole-school communication. This will be supplemented by the *Qkr!* app which is used for payments and permission forms.

A text message line (0447 887 911) will be used for absences and important whole-school messages. This is also the system that will be used to contact parents in the unlikely event of an emergency.

The following graphic summarises our communication platforms:



### **When should you contact your child's teacher?**

- Changes in family circumstances;
- Medical issues that change or arise;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected, or your child is unable to do most of the homework independently; or
- If your child has head lice or a contagious disease.

### **What information should be communicated to the school office?**

- Absence due to sickness and planned absences (such as medical appointments). These can be communicated via text message on 0447 887 911.
- Any issues related to custody or access;
- Changes in address or contact details; and
- While the school will not endorse holidays during school term, advance notification will certainly be appreciated.

### **When you have last minute information for the teacher:**

- Speak to the teacher between 8:40 am and 8:50 am (for messages less than two minutes);
- Send a note; or
- Call the office and leave a message for the teacher.

### **Communication that interferes with teaching and learning**

- Visiting the classroom during the teacher's preparation time before school or during the school day without an appointment;
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students;

- Using social media to make negative comments about the school or to contact staff members. We welcome feedback at Goollelal, but request that it be made through the appropriate channels; and
- Talking to other parents rather than discussing issues directly with staff members. Remember that you are the model of how you want your child to communicate.

### **When is a face-to-face meeting appropriate?**

Electronic communication, such as email, is highly convenient and can be used for short, non-urgent and positive forms of communication.

However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

Generally speaking, it is more appropriate for your child not to be present when the discussion involves sensitive and complex matters. This enables all parties to speak freely and openly explore all possible solutions.

Please be mindful of the quantity and tone of emails that you send to school staff. School staff will not respond to persistent, demanding or aggressive emails.

### **When should I contact the Principal or Associate Principal?**

For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve conflict, other families or dissatisfaction with any aspect of the school, members of the school leadership team (Principal or Associate Principal) must be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time.

### **To increase mutual respect, remember:**

- Teachers will make mistakes; they're human, too.
- Teachers have their own families and lives; respect their privacy.
- We're all on the same team - your child's support team!
- Take chats off site after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children during drop-off and pick-up times;
- Recognise that we won't always agree, but we promise to listen.
- Speak positively in front of your child.