



## Winthrop Primary School Communication Policy

### Rationale

Winthrop Primary School acknowledges that effective communication is the key to success in building a positive relationship between home and school. This relationship plays a vital role in the education of children at our school.

### Principles:

Parents and staff have created protocols for communication between home and school as outlined below and in the 2015 – 2017 Independent Public School Business Plan.

*As a member of the Winthrop Primary School Community we agree to:*

- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child
- Adopt a proactive approach to communication and building a sense of community
- Interact courteously and appropriately
- Be open to new learning and value positive contributions
- Approach problems calmly with the aim of finding a positive solution
- Maintain confidentiality
- Demonstrate positive support and advocacy for Winthrop Primary School.

Our communication strategy is underpinned by a whole staff commitment to:

- responding promptly and helpfully to enquiries, concerns, suggestions and compliments
- providing information about support services for children with disability, special programs policies and procedures.

Our school based communication Procedures include:

- A welcome induction to the school for new parents at the commencement of the year
- A transition program at the end of the year for kindy and pre-primary
- An open invitation to new parents to ring the school to make an appointment with the Business Manager to provide a tour of the school
- Classroom Parent meetings organised by class teachers at the commencement of the school year
- An electronic newsletter produced each fortnight
- School website designed to provide information on school policy and procedures and current initiatives
- An open invitation throughout the year for parents to make an appointment to meet with a class teacher
- Fortnightly assemblies
- Parent forums/workshops
- Invitation to parents to participate in organized committees such as the Parents and Citizens Association and School Board.

**Before contacting the school with an enquiry or concern parents and caregivers may want to:**

- talk with family or friends to clarify your enquiry/ concern.
- Write down your enquiry or concern
- make a list of all relevant information specific to your enquiry/concern
- take a support person to any meetings or discussions if you feel nervous talking about your enquiry/concern
- make an appointment with the most appropriate person at Winthrop Primary School to assist with your enquiry/ concern. If you are unsure, our office staff can direct you.

**Discuss your enquiry or concern with the class teacher if it is about your child's:**

- academic progress
- general Behaviour
- homework
- assessment
- attendance
- social or emotional wellbeing

In your discussion with the teacher:

- discuss all possible outcomes for addressing your enquiry/concern
- settle on an option that can be achieved with input from you, the teacher and your child.

*Please make an appointment to meet your class teacher via the school office or by hard copy letter.  
This enables both parties to be prepared for the meeting.*

**Discuss your enquiry or concern with the deputy principal and or principal if:**

- you were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher
- your enquiry/concern is about the conduct of a teacher or another member of the school staff
- your enquiry/concern is about another aspect of school life that is impacting on your child's education
- the principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for progress updates
- your enquiry/concern will be managed according to established school policy and procedures
- your enquiry/concern will be managed according to established school policy and procedures

**NOTE:** Anonymous enquiries or concerns will not be acted on.

*Please make an appointment to meet the deputy principal or principal via the school office or by hard copy letter. This enables both parties to be prepared for the meeting.*

**Contact the South Metropolitan Regional Education Office:**

Your enquiry/concern has not been resolved by the school principal

- there is a reason for not raising your enquiry/concern with the school directly
- staff at the school can assist with contact details for the coordinator of regional operations at the regional education office.

**STEPS IN COMMUNICATION PROCESS AT  
WINTHROP PRIMARY SCHOOL**

**\*\* Proceed to next step only if enquiry or concern remains unresolved.**

**PREPARE**



***Consider, discuss and identify key points.***

*Contact class teacher via appointment through front office or hard copy letter.*

**COMMUNICATE WITH CLASS TEACHER**



*If your enquiry or concern is about academic progress, general behaviour, homework, assessment, attendance or social/emotional wellbeing.*

**COMMUNICATE WITH DEPUTY PRINCIPALS AND OR PRINCIPAL**

*Contact deputy principals and principal through front office or hard copy letter.*



*If your concern / enquiry has not been resolved with the class teacher or if it is with regard to conduct of a teacher or other member of staff.*

**\*\* NOTE: Anonymous enquiries and concerns will not be acted on.**