

Millars Well Primary School Communication Plan



Together at Millars Well Primary School, we are committed to providing a safe, inclusive and supportive learning environment which promotes open communication, respect, fairness and positive relationships between parents and carers, school staff and students.

We aim to have clear, effective and positive communication to achieve the best possible outcomes for all involved which:

- Acknowledges the rights and responsibilities of all.
- Creates community by building and strengthening relationships based on mutual respect and courtesy.
- Establishes positive lines of communication so that students receive continuity of education, care, support and management within the home and school setting.
- Provides an opportunity for parents and carers to be informed, share their views and be a partner in their child's education.
- Features written communications which are accessible and inclusive.
- Manages confidential information in a manner consistent with community expectations, professional standards and legal obligations.
- Ensures processes are in place to allow for open and honest communication amongst all school community members.
- Ensures a positive, productive and respectful school environment is maintained.

Communication Channels

At Millars Well Primary School we use a variety of communication platforms and modes to ensure all members of our community receive important information about the school, in a timely manner.

Website

The Millars Well Primary School website provides comprehensive information to the wider community about our school. It is designed to provide information to current and prospective families on school policy, procedures and initiatives. millarswellps.wa.edu.au/

Facebook

The Millars Well Primary School Facebook page is used to keep families and the community up-to-date with what is happening in our school. It provides snapshots of classroom learning and activities, whole school events, good news stories and promotes key school dates. It also provides ideas and resources for parents and promotes events that may be of interest within the local community.

<https://www.facebook.com/millarswellprimaryschool/>

SeeSaw

Seesaw is the primary form of communication between school and home. This platform is used by the school to share information with families on a regular basis to highlight upcoming events, excursions, give class reminders or information about the week ahead.

Teachers share examples of day-to-day learning activities and encourage a shared dialogue between parents/carers and children about their classroom learning. Classroom teachers will post homework and provide at least one example of a classroom learning activity each week.

Seesaw is the preferred method of routine communication between teacher and parent/carer. Any wellbeing concerns, messages of a sensitive nature or queries regarding student educational progress should be done by a face to face meeting with the teacher at a mutually convenient time.

Please do not rely on Seesaw for urgent messages. Teachers may not have an opportunity to check Seesaw messages during school hours due to teaching commitments, meetings and playground duty. If you need to communicate to the classroom teacher urgently, please contact the office on 9187 6900.

Newsletters

School newsletters are published every three weeks, in Weeks 3, 6 and 9 of each term. The newsletter provides key information from the Principal, good news stories, achievements, innovations and upcoming school and community events. These are provided to families electronically via Seesaw and are available on the school website. millarswellps.wa.edu.au/whats-happening/newsletters/

SMS

Short Message System (SMS) is used for automatic attendance notifications to parents/carers when a student is absent. SMS is the preferred contact method for urgent notices from the school that require immediate parent attention. While infrequently used, there may be circumstances where instant notification is required, for example, emergency information about school closure, student injured (if parent unable to be contacted by phone) and occasional important reminders (e.g. swimming lessons start tomorrow, return notes for incursion, etc, student reports have been emailed).

Email

Electronic communication, such as email, is appropriate for short, non-urgent and positive forms of communication. It is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face meeting so that issues can be given the time and attention they deserve. Staff will endeavour to respond promptly within two business days; however please do not rely on email for urgent messages. Most staff usually only access their emails before and/or after school.

Morning drop off and afternoon pickup times can be very hectic for the teacher, email can be a very effective tool to request a meeting or to request further clarification of a small issue.

Teachers email addresses can be easily found on the school website millarswellps.wa.edu.au/school/school-staff/; just click on the hyperlink next to the teacher you wish to communicate with.

Student academic reports will be sent to parents and carers by email at the end of Semester One and Two. These are time sensitive and need to be downloaded and saved by parents and carers.

Interviews/Meetings

Parents and carers will have scheduled opportunities to meet with the classroom teacher throughout the year. An acquaintance meeting will be held early in term one and is an opportunity to meet the class teacher. Parents and carers can also request an individual meeting regarding their child's progress and achievement or discuss any concerns about their child's education. Please understand that staff may need time to prepare and appreciate their time may be limited.

There may be times when additional support is needed, or issues arise. The classroom teacher will support you and your child to productively resolve these issues and we encourage you to raise concerns as early as possible. Together, over time even the most challenging of circumstances can be worked through.

Please understand that staff are busy before school preparing for the day. Limit contact before school for urgent information only. If you need to speak to the teacher, request an appointment by Seesaw, written request, email, verbal or phone the school office.

School Survey

Each year the school surveys the school community, staff and students to gather valuable feedback. This is an important tool which helps shape the development of future business plans and direction of the school.

Concerns or complaints

Issues may arise during your child's schooling and these are more productively resolved if you raise them with the school directly, as early as possible. You should feel confident that we will listen and respond to your concerns, and work with you to resolve complaints.

If you are not sure who to speak to, you can start with your child's teacher as they are the person most knowledgeable in regards to your child. Talk to the school Principal if you were not able to achieve a satisfactory outcome with the teacher or the matter is about the conduct of a teacher or staff member.

If you have approached your child's school but haven't been able to resolve the issue, refer to [Complaints - Department of Education](#) to explore your options.

Millars Well Primary School believes that the strong, respectful relationships formed with parents and carers is essential for every child's success and will enable us to work *together* in the best interests of our children.