

Katandra West Primary School
Communication Plan



Be Safe - Be Respectful - Be Strong - Be Your Best

Introduction

Communication at Katandra West Primary School is used to inform current and prospective staff, parents and families of our commitment to the successful development of our students. Strong communication practices support our ability to provide a safe and positive environment for all and address issues in a proactive and respectful manner.

Successful communication strategies are an integral part of building and maintaining Katandra West Primary School's connections with the school community and the wider community.

In all environments, communication from Katandra West Primary School should be:

- Professional
- Relevant
- Accurate
- Personalised
- Timely
- Respectful

Communication procedures will vary in different situations and between stakeholder, however the aim of every communication is to provide a clear, transparent message leading to shared understanding.

Stakeholders include:

- Students
- Parents and carers
- Prospective parents
- Staff
- School Council
- Parents and Friends Committee (P&F)
- Wider Katandra West community
- Department of Education

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School Values

This communication plan reflects our school values, they have underpinned elements of this plan. Our school values are:

- Be Safe
- Be Respectful
- Be Strong
- Be Your Best

Communication Objectives

Katandra West Primary School seeks to:

- Promote the school's vision, values and student achievements
- Provide parents, carers and the wider community with information about events, achievements, expectations and positive stories about the school.
- Provide staff with information about events, results, expectations and other happenings at the school.
- Provide an open channel of positive and supportive communication between school and families.
- Provide parents and carers with an avenue for communicating their concerns.
- Provide an open channel of communication between staff and students.
- Provide prospective enrolling families with a professional and caring experience in which they receive the information they need.
- Respond quickly to written, verbal or phoned requests for information or appointments – acknowledging calls within 24 hours (workdays) and scheduling an appointment or provision of information within 48 hours (workdays).
- Respond quickly to concerns raised by families, contacting them within 48 hours.

Pathways of Communication

Staff to Staff Communication:

- Term planners
- Staff meetings (Professional Learning Communities, Curriculum, Administration)
- Emails
- SchoolStream
- Communication to and from the office

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Staff to Parents/Carers and Families:

- Newsletter
- Emails
- Telephone
- SchoolStream
- Student Learning Conferences
- Parent/Carer Information sessions
- “Meet the Teacher” sessions
- Notes and permission forms as required
- School website
- Student reports
- Notice board
- Assemblies
- Term calendars

Parents/Carers to school:

- Emails
- Telephone
- Informal and formal scheduled face-to-face meetings
- First contact with queries or concerns regarding students, is with Classroom or Specialist Teachers

Absentee notification via:

- SchoolStream
- Written note
- Verbal face-to-face
- Phone call to the office, 58283350

School to Local Community:

- School website
- Newsletter
- Local paper
- Letters/emails to local businesses
- Formal and informal meetings with business owners, leaders and community groups

School to Media:

- School website
- Emails
- Telephone
- In response to critical incidents, advice will be sought from the DET Media Unit

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Methods of General Communication

Parents/Carers – General

Method	Details	Audience	Who
Newsletter	Available weekly via SchoolStream and the school website. Hard copies provided in office	All parents/carers, staff and wider community	Principal
Website	Provides current information such as Annual Reports and Policy information	School community and wider community	Principal
SchoolStream	Electronic communication such as reminders of events, notification of the return time of campers, absences, excursion forms and photos of classroom activities etc	All parents/carers	KWPS Staff
Emails	Teachers and parents/carers communicate upon required need through DET email address	Parents/Carers and Staff	KWPS Staff
Assemblies	Monday afternoons, announcements for the week, awards, class news and sports news etc	Students, staff, families	KWPS Staff, Student Leaders
Notice Board	Reflects information regarding upcoming school events	All Parents/Carers, Students and wider community	KWPS Staff
Class Letters and Notes	Class teacher to communicate through SchoolStream and student diaries	Students and Parents/Carers	Class Teachers
Positive Principal Phone Calls	Call home to advise of positive news for a student	Parents/Carers	Principal
Introductory Class Meetings	Term 1 Welcome and Information meeting	Foundation Parents/Carers	Foundation Teacher
P&F Committee	Meetings held regularly at school during each term	All Parents/Carers, Staff and wider community	P&F President
School Council	Two meetings per term, AGM in Term 1 each year.	Elected members from school and community	Principal

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Communication to Parents – Student Focus

Method	Details	Audience	Who
Face-to-face	Foundation Parent Information session, early Term 1 Formal and informal conferences as required Student Support Group (SSG) meetings as required	Parents/Carers Teachers	Principal
Reporting to Parents	Meet the Teacher sessions Term 1 Student reports Term 2 and Term 4 Student Learning Conferences Term 3 Concert/Graduation and Presentations Term 4	Parents/Carers	KWPS Teachers
Behaviour Management Notification	Reflection Sheets sent home for parent/carer acknowledgement Phone calls home if required	Parents/Carers Students	KWPS Staff
Email	Upon discretion of teacher/parent/carer to inform of events, achievements, behaviour	Parents/Carers	KWPS Staff
Absence Notification	SMS Notification in absence is unexplained Phone call to parent/carer if no reply to SMS Notification is received	Parents/Carers	Business manager Principal

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Communication to Parents/Carers – Administration to Parents

Concern	Details	Audience	Who
Absences <ul style="list-style-type: none"> Extended holidays mid term Repeated absences or late arrivals 	Attendance concerns will result in phone call, SSG	Parents/Carers	Principal
Injury/Accident <ul style="list-style-type: none"> Playground injury or medical treatment provided 	First aid room slip, or phone call as required	Parents/Carers	KWPS Staff
Behaviour <ul style="list-style-type: none"> Positive achievement Unacceptable class/playground behaviour Issues with another student 	See Student Engagement Policy for Behaviour Management details	Parents/Carers	Teachers Principal
Staff Conduct <ul style="list-style-type: none"> Inappropriate behaviour/conduct 	Letter sent to families	Parent/Carers Students	Principal DET

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Katandra West Primary School Email Guidelines

Email is seen as an effective form of communication between school and home.

Katandra West Primary School Expects that parents, carers and school staff will use email in a responsible and respectful manner. By communicating via email, all users agree to adhere to these guidelines and expected behaviours outlined. Users who do not comply with these guidelines may be requested to cease communicating via email.

Rationale

The use of email allows the school, teachers, parents and carers to communicate with one another in a quick, convenient and efficient manner.

Purpose

1. To ensure the use of email communication between school and home is conducted in a mutually respectful manner.
2. To ensure all email communication is treated in a confidential, legal and ethical manner.
3. To provide processes that minimise the chance of inappropriate use and provide clear consequences of inappropriate use.

Email Guidelines

All users **MUST** adhere to all email guidelines below:

1. Appreciate using email to communicate does not result in an immediate response, however a maximum 48-hour (2 workdays) acknowledgement of receipt is expected. Actual response to an email query may take up to two more days depending on the query.
2. Recipient of an email agrees not to forward, cut or paste sections of a sender's email for further publication within the community without the explicit approval from the sender.
3. If a recipient feels they are receiving an unreasonable number of emails, they can request that the sender desist in sending further emails and that request will be followed.
4. All email communication will be carried out in a professional, respectful, appropriate format and tone.

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