



Yanchep Beach Primary School

Parent Communication Charter

Policy Name: Parent Communication Charter

Issue Date: March 2016

Reviewed August 2019

Review Date: March 2021

PARENT COMMUNICATION CHARTER

At Yanchep Beach 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 Yanchep Beach 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. fortnightly electronic newsletters);
- Scheduled opportunities to meet with the classroom teacher (e.g. Term One classroom meetings, three-way student conferences);
- Other opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class (e.g. excursions, student teachers etc);
- Notification of any serious single issue or ongoing issues concerning your child;
- Access to a Parent Liaison Network Representative;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged within one working day and responded to within two working days.

Many of the teachers at Yanchep Beach Primary School will exceed these expectations, for example by maintaining a class blog. However, these are the minimum expectations for all staff members.

What parents can not expect

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

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; Planned absences (e.g. medical appointments). Please note that there is an approval process for holidays planned during term time;
- Any issues related to custody or access; and
- Changes in address or contact details.

When you have last minute information for the teacher:

- Speak to the teacher between 8:35 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;
- Using social media platforms inappropriately;
- Speaking to the teacher disrespectfully or angrily, especially in front of your child, other students or parents; 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.

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 and Associate Principals) must be involved. Either a staff member or a parent may request the involvement of a member from 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.

Appendix 1: Communication Plan

Internal stakeholders	External Stakeholders	
	Local	Broad
Students	City of Wanneroo	Relevant State and Federal government departments
Parents/ guardians and families of students	Neighbouring schools both government and private	Relevant politicians and community leaders.
Teachers and Staff	University liaisons	Education providers (incursion , excursions, sporting groups)
School Board	Local Businesses	Tertiary institutions
P&C	Neighbours	Media-local- Northern Times
Prospective Families	Users of Yanchep Beach Primary School Facilities by agreement	Education sector networks and associations e.g. TRBWA, WAPPA, Northern Beaches Education Network, Yanchep-Two Rocks Education precinct, AITSL, ACARA.
Prospective Staff		

Pathways of Communication:

Staff to Staff communication

- Life's A Beach - whole staff
- Emails- specific staff and staff groups, avoid ALL STAFF emails
- Communication to Office Form regarding student health and well being

Teachers to Parents/guardians and Families

- Diary
- Emails
- Connect
- Face-to-Face Interviews, by appointment
- Parents/guardians Information meetings, term 1
- Notes and Permission Slips as required

- Graduation ceremony
- Reporting to parents
- Notice Boards
- Schools Online

Parents/guardians to School

Diary, emails, informal and formal scheduled face-to-face meetings.

Absenteeism notification via:

- Email office, (yanchepbeach.ps@education.wa.edu.au)
- Diaries
- Written Notes
- Verbal – Face-to-Face
- Phone call to front office

School to Local Community

- Website
- SMS - high level alerts and major whole school events
- Local Paper
- Letters/Emails to local businesses
- Formal and informal meetings with business owners, leaders and community groups

School to Media

- Emails

Channel	Details	Audience	Accountability
Newsletter	Available Fortnightly from Website and Emailed to all parents/guardians	All Parents/guardians, Staff, wider community via website	School Leadership
Website	Current, user friendly, informative Annual reports and business plan available School Handbook School Board agenda and minutes	Internal and External Stakeholders	Manager Corporate Services
Schools Online		Prospective and current Parents/guardians and Staff	School Leadership
School App-Skoolbag	Used for: <ul style="list-style-type: none"> - Absenteeism - Events - Major Alerts 	Parents/guardians and Staff	Manager Corporate Services
Diary	Students record homework. School events Feedback to students and parents/guardians by teachers. Signed by parents/guardians and teachers weekly. A minimum of fortnightly written feedback from teacher	Year 1-6 Students and Parents/guardians	Classroom Teachers and Students
Emails	Newsletter Teacher-parents/guardians contact Emails provided on website under staff profiles	Parents/guardians and Staff	Administration and Staff
Assemblies	Highlight values and virtues of the school. Celebrate and showcase to act as a window to our classrooms	Students, Staff, Parents/guardians, Families and wider community	Classroom Staff
Notice Boards	Up to date events and information Reflects information in the newsletter	Students	School Leadership P&C

Social Media	Needs basis. Used for: <ul style="list-style-type: none"> - Celebrating school/student achievements - Sending out notifications specific to your class. <ul style="list-style-type: none"> - Minimum use-class calendar and photos 	YBPS school community	School Leadership, (guidelines available on school website)
Hard Copy Notes	Permission Slips Specific Administrative letters	Parents/guardians	Administration, Classroom Teachers
Face to Face	Annual Open Classroom Night Parent Information Sessions, early Term 1. Formal and informal interviews as required.	Parents/guardians, external providers Protocol to book a time convenient to all parties.	Classroom Teachers, School Leadership
P&C	Open meetings for community.	Parents/guardians, community	School Leadership P&C President
School Board	Open meetings for community once a year. Agenda and Minutes of meetings posted on school website	Elected members from school and community Parents and community	School Chair and Principal Board Executive Officer
External Interpreters	Contacted when required through agency	Parents/guardians requiring an interpreter	School Leadership

Appendix 2: Breach of Communication Charter before school



RE: Teacher availability and DOE Visitors and intruders on public premises policy

Dear _____,

This letter is in response to your _____ on _____.

Our teachers are expected to organize their classrooms and the learning activities for the day prior to 8:35am and then to welcome students into the classroom to help them prepare for their learning day at 8:50am; the alternative is doors do not open until 8:50am. This period of time is sufficient for small information sharing but an inappropriate time to discuss concerns or larger issues. To do this, parents are advised to make an appointment time, through the classroom teacher or through the school office. By doing so the meeting can be properly coordinated, attended and focused. This is consistent with our Parent Communication Charter, (attached and available online).

Parents and other visitors who do not comply with this Charter face the prospect of their attendance to the school site being either limited or prohibited under policy stated above. I am willing to use this policy to protect the teachers preparation time, their ability to support students preparing for the learning day and the health and well-being of staff should it be required.

Should you wish to discuss this correspondence please make an appointment through the school office.

Regards,

NAME
Principal Yanchep Beach Primary School
DATE

cc.

