



# Wembley Downs Primary School

**Communication Protocols  
Reviewed February 2024**



## Our Rationale

***Our School Motto is:*** Care ~ Respect ~ Challenge.

We believe in ***Every student, every classroom, every day.***

To create ***positive learning environments*** and ***promote respectful relationships***, we follow the Department of Education's School Communities Working Together, ***Communication Protocols***. Please refer to these protocols on the following page.

# School Communities Working Together

## Communication Protocols



**In Western Australia, parents and carers, school staff and students share responsibility for public schools providing safe, supportive and productive learning environments.**

We achieve this through our relationships, good communication and working together.

**Creating positive environments** Our public schools provide positive environments for students to learn and for staff to work.

This is achieved by school staff, parent/carers and students:

- valuing and supporting every member of the school community and appreciating their contributions
- celebrating diversity and individuality; cooperation and acceptance are welcomed and encouraged
- forming positive connections
- creating friendly, supportive and cohesive communities.

**Promoting respectful relationships** Every student, staff member and parent/carer has the right to feel safe and be safe at school.

This is achieved by:

- teaching students about respect and appropriate relationships as part of the Western Australian Curriculum and students are expected to maintain positive behaviour in their school community
- principals working with their school community to create positive behaviour models and deal appropriately with students who violate the rights of other students and staff
- parents and carers encouraging, promoting and modelling good behaviour and respect for others at home, school and in their communities.

# Together, we make a difference.

## **Communicating well**

School communities thrive on open communication wherein staff, students, and parents and carers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

Principals and school staff communicate with parents and carers in a variety of inclusive ways that are reflective of the school community. They may provide information in writing and/or speak with parents and carers in person. This will generally occur during the school day.

Parents/carers have opportunities to speak with or write to a member of staff to raise any issue of concern, provide feedback or make suggestions.

Teachers and school staff may not be available to respond immediately, however they will make every effort to respond, generally during school hours, within a reasonable timeframe.

Teaching staff, including principals, are not required to respond to communications outside of their normal working hours.

There is an expectation that communication and all interaction between school staff and parents and carers is mutually respectful.

Verbal and/or physical aggression or threats, offensive language and derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated.

School staff are not expected to respond to communication that is unacceptable, and these will be referred to the principal or regional office.

### **Working together**

Student learning is strengthened when staff and parents and carers are actively and positively involved in their education.

By working together, we support the health and wellbeing of our students and help them develop resilience and confidence.

Our collective efforts are aimed at providing safe environments for all and promoting respectful relationships.

### **Role of school staff**

School staff play a key role in fostering good relationships with parents and carers.

They do this by:

- welcoming and encouraging parents and carers to participate in their children's education
- communicating information and responding to enquiries in a variety of inclusive ways, reflective of the school community
- maintaining professional relationships that are open, honest and respectful
- valuing every family and respecting their differences
- working with parents and carers to identify and promote the individual needs of their children.

### **Role of parents and carers**

Parents/carers have an important role in helping to create positive learning environments for students.

They do this by:

- treating all members of the school community with respect and dignity
- respecting differences and preferences of others
- supporting school policies and values
- being respectful in their relationships and reinforcing their children's good behaviour
- supporting the activities of their school and getting involved where they are able to
- encouraging their children to respect other students and school staff.

### **Role of students**

Students also play their part so they can have positive learning experiences.

They do this by:

- engaging in classroom activities
- being respectful to and supportive of others
- maintaining positive behaviour.

By everyone playing a part in providing safe, positive learning environments and opportunities for our students, we enable them to be the best they can be.

## Our Communication Methods

Our primary methods of communication are using the Department's Connect Portal, Emails and the Seesaw App.

Channel	Details	Audience	Prime Accountability
<b>Connect</b>	<p><b>Connect</b> is a secure platform where the school can communicate notices, updates and reminders to the school community. School reports are also sent out entirely digitally through Connect. Parents are set up with a 'P Number' and can log into their Connect account to view the community space. They also receive notifications directly to their email. Parents should speak to the school office if they need any login support.</p> <p>WDPS Parent Community page to share updates/documents.</p> <p>WDPS Individual Class Community- For teachers to send Classroom Term Newsletters by Week 2 of each term, or any information.</p> <p>WDPS Staff Community- for the Leadership Team to send notices and updates.</p>	Staff Students Parents	Leadership Team Staff
<b>Emails</b>	Teacher-Parent/Carers. Department email addresses.	Parents/Carers Staff	Leadership Team Staff Parents/Carers
<b>Seesaw</b>	<p><b>Seesaw</b> is a digital student portfolio that gives students an audience for their work and gives families a window into what's happening in their child's classroom. Students can post to Seesaw to share their learning and teachers also send messages and reminders. Seesaw provides access to a tool for students to learn ICT skills related to the ICT Capabilities of the Western Australian Curriculum in a safe learning environment.</p> <p>Classroom Updates.</p>	Parents/Carers	Leadership Team (Setup) Teachers
<b>Face to Face</b>	Formal and informal interviews as required- Protocol to book a time convenient to all parties. Parent Information Sessions (early Term 1). Parent Interviews (Term 3).	Parents/Carers, external providers	Classroom Teachers Leadership Team
<b>School Diary</b>	Communication between students, parents and teachers for Year 6 parents only.	Teachers Parents	Students
<b>MGM Outreach-absentees 0438 286 646</b>	Parents can text the school to communicate absences. Absence notices are also sent to parents if a child is away unexplained.	Parents/Carers	School Officers
<b>Hard Copy Notes</b>	Specific administrative letters. Permission Slips. Term Accounts.	Parents/Carers	Leadership Team Classroom Teachers
<b>Reports</b>	Sent home twice a year (Term 2 & 4) via Connect.	Parents/Carers	Teachers
<b>Assemblies</b>	Friday 8:50 – 9:30 (see Google Calendar. Link on the School Website). Showcase student work and performances.	Students, staff, families and the wider community	The class teacher in collaboration with the Leadership Team
<b>Notice Boards</b>	Reflects information in the newsletter. Community events.	Students Parents Staff	Leadership Team and school community
<b>Newsletter</b>	Available each term, Weeks 2,6 & 10. Link sent through Connect and uploaded to the school website.	All parents/carers, staff, and the wider community	Leadership Team

		via the website	
<b>School Website</b>	<a href="http://wembleydownsps.wa.edu.au">Wembley Downs Primary School (wembleydownsps.wa.edu.au)</a> Provides current information. Annual Reports. School Policies.	Internal and external stakeholders	School Officers Leadership Team
<b>Google Calendar</b>	Digital calendar available to link with the personal calendar and consistently updated.	Parents/Carers	School Officers Leadership Team
<b>School Board</b>	Open meetings for the school community once a year, usually Term 4.	Parents and community	School Chair and Principal
<b>P&amp;C</b>	Open meetings for the school community. Updates in the newsletter. Facebook Page.	Parents/Carers, community	Leadership Team P&C President
<b>Class Representative</b>	Reinforce communication of school and P&C events.	Parents/Carers Staff	P&C
<b>Media</b>	All media items, including critical incidents, need to be approved by the Principal, which will be communicated with the Media Unit in the Department of Education.	General Public	Principal

## Our Procedures

***Your first port of call is your child's Classroom Teacher and then the Deputy Principals and then the Principal in that sequence.***

### Deputy Principals

**Laura Mickler-** [Laura.Mickler@education.wa.edu.au](mailto:Laura.Mickler@education.wa.edu.au)

All matters relating to teachers and students in Years K-2 that have not been resolved with the class teacher(s).

**Rachel Martino-** [Rachel.martino@education.wa.edu.au](mailto:Rachel.martino@education.wa.edu.au)

All matters relating to teachers and students in Years 3-6 that have not been resolved with the class teacher(s).

### Principal

**Anne Christodulou-** [anne.christodulou@education.wa.edu.au](mailto:anne.christodulou@education.wa.edu.au)

Discuss your enquiry or concern with the principal if:

- You were not able to achieve a satisfactory arrangement regarding your enquiry with the class teachers or Deputy Principal.
- Your enquiry or concern is about the conduct of a teacher or another member of the school staff.
- Your enquiry or concern is regarding a major safety, security or legal matter.

*Please refer to the Department of Education's 'Connect & Respect' documents when communicating.*

### **Other points of contact:**

#### **School Office**

- [wembleydowns.ps@education.wa.edu.au](mailto:wembleydowns.ps@education.wa.edu.au)
- General enquiries;
- Enrolment;
- Student absence;
- Voluntary Fees, Contributions and Charges.

### **Parents and Community (P&C)**

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

The P&C provides a forum where parents can discuss initiatives and work together to improve any aspect of school life for our children. Enquiries can relate to:

- Joining and contributing to the P&C at meetings.
- Ideas and offers of assistance in P&C initiatives, canteen, uniform shop, fundraisers, projects or events;
- Volunteering as a class parent;
- School uniform sales; and
- Refer to the school website for further information.

### **Department of Education**

If you have approached your child's school but haven't been able to resolve the issue, the Department of Education can work with you to address concerns in a prompt, visible and fair process, where all parties are heard and respected.

[Complaints - Department of Education](#)

Please see the following page for advice in talking about your concerns.



# Let's talk about your concerns

**Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and carers as partners in their children's education.**

Communication between you and your school is an important part of your child's education. You should feel confident that we will listen and respond to your concerns, and work with you to resolve complaints.

Contact your school as soon as you have concerns. Talking to your child's teacher, year coordinator, school administration or principal is the best place to start. Contact the school to arrange an appointment or if you prefer, email, phone or write a letter.

You may be asked to put your concerns in writing if you need to tell us about multiple or complex issues.

## Talk to your school's principal if:

- you were not able to achieve a satisfactory outcome with the teacher or staff member
- the matter is about the conduct of a teacher or staff member
- the matter is about something impacting your child's education.

## Talk to your school's education regional office if:

- you believe that your concern was not resolved by the school
- the matter is about the conduct of the principal.

You can find a list of education regional offices on our website – [education.wa.edu.au/contact](http://education.wa.edu.au/contact)

## Make an anonymous complaint

You can make a complaint anonymously, however, it may be difficult to resolve the issue if we can't talk to you about details of your complaint.

## Access support

Making a complaint can be overwhelming for some people. You can access support by phoning the complaints advice line on 1800 655 985. The Parent Liaison Office is able to provide support by acting as a liaison between schools, education regional offices, central services, parents and carers, and members of the school community. You can contact the Parent Liaison Office for advice at any time during the complaint handling process by email: [parentliaison@education.wa.edu.au](mailto:parentliaison@education.wa.edu.au)

## How to make a complaint or get more information:



Contact your school or education regional office. Find contact details: [education.wa.edu.au/schoolsonline](http://education.wa.edu.au/schoolsonline)



Phone the complaints advice line:  
**1800 655 985**  
8:30am to 4:30pm Monday to Friday



Make a complaint and understand the complaints process:  
[education.wa.edu.au/complaints](http://education.wa.edu.au/complaints)

If you are not happy with the handling of your complaint or believe the outcome is unreasonable, then you may wish to request an independent review at any stage throughout the process by contacting the Ombudsman Western Australia - [ombudsman.wa.gov.au](http://ombudsman.wa.gov.au)

**If you have concerns, talking to your child's teacher or principal is the best place to start.**