

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



PURPOSE

Effective and timely communication is essential to enable a connected and collaborative school community. Implementing a successful exchange of information between all stakeholders in the community will help to promote the aims of our strategic plan: high quality teaching and learning; inclusive and caring learning environments; respectful relationships and productive partnerships; and collaborate leadership and effective management.

OBJECTIVES

At Hillarys Primary, we aim to:

- Maintain and promote respectful, professional communication between all stakeholders
- Provide parents and carers with information about their child's progress at school
- Celebrate and promote school and student achievements
- Increase understanding of our strategic plan, mission, and values using a variety of strategies, processes, and technologies

STAKEHOLDER COMMUNICATION

The policy and procedures address the following areas of communication within the school community and linked to other relevant Department of Education and school documentation:

1. Strategies and processes for communication
2. School to parents & carers and school community
3. Parent to student and student to parent
4. Parent to school
5. School to Board and P & C
6. Board to community
7. P & C to community
8. Staff to staff
9. Teacher to student and student to teacher
10. Framework for school engagement

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



1. Strategies and processes for communication

WRITTEN COMMUNICATION	
Email	hillarys.ps@education.wa.edu.au
Parent handbook	Current edition available at the front desk and website. Updated annually
Flexischools	Flexischools app – Canteen ordering (P & C)
Newsletter (Microsoft Sway)	Sent via CONNECT and archived on the school website
Formal report	Emailed via CONNECT the end of each semester
Hard copy note	Handwritten notes, permission slips, forms, letters, and leaflets as required as an alternative to e-communication
E notifications	Via CONNECT – Via COMPASS
Student diary	Entries by students, teachers, and parents as required
Student acknowledgements	Formal acknowledgement of students with a certificate: Outstanding Student Award, Values Certificate, and special achievements in academic and personal domains, Chaplain's awards
Classroom noticeboard	Daily or weekly events posted by individual class teachers (Early Childhood Education)
Website	http://hillarysps.wa.edu.au/ Access to newsletters, Strategic Plan, Annual Reports, School Review, forms, events, School Board & P & C business, virtual tour etc.
Surveys	Conducted periodically to give various stakeholders a voice and collect unbiased data for analysis and decision-making
P&C Facebook page	Managed by P&C to maintain a positive forum for all school-related communication. Guidelines for use are available
VERBAL / FACE to FACE	

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



Phone calls	School telephone: 9306 0550 All phone contact between parents and their children must be via the office. Student mobile phones and smart watches must be turned off and
Discussion/informal chat	Date, time etc. organised via email or phone call via the office
Scheduled meeting	Scheduled ahead of time, either directly with staff member or by contacting the front desk. Details recorded in student e-record
Case conference	Parents or guardians are contacted for a meeting with the School Psychology Service in response to a written referral from a teacher, parent, or by contact with or request to Associate Principal Minutes are recorded, copied to stakeholders, and stored securely on site

2. School to parents/carers and school community

STRATEGY	DETAILS	RESPONSIBILITY
CONNECT / COMPASS	<ul style="list-style-type: none"> • Communication of daily operational issues, upcoming news and events, class notices, notes for student activities requiring permission and student semester reports 	<ul style="list-style-type: none"> • Administration • Teachers
Emails	<ul style="list-style-type: none"> • Contact/response from teacher • Principal/admin contact 	<ul style="list-style-type: none"> • Administration • Teachers
Meetings	<ul style="list-style-type: none"> • Formal and informal interviews/meetings as required as filed on student e-record • Case conferences – students with special needs or at risk 	<ul style="list-style-type: none"> • Teachers • Parents/Guardians • Administration • School Psychologist • Outside agencies
Phone call	<ul style="list-style-type: none"> • Contact/response from teacher • Principal/admin contact 	<ul style="list-style-type: none"> • Teachers • Administration
Newsletter	<ul style="list-style-type: none"> • General school information • News and events • School community information 	<ul style="list-style-type: none"> • Administration • School Officer
Flexischools	<ul style="list-style-type: none"> • Canteen • P&C 	<ul style="list-style-type: none"> • Administration • Teachers • Canteen Manager
School diary	<ul style="list-style-type: none"> • Upcoming class events, news, homework 	<ul style="list-style-type: none"> • Students • Teachers

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



	<ul style="list-style-type: none"> • Incidental teacher-parent information about student 	<ul style="list-style-type: none"> • Parents
Classroom noticeboard	<ul style="list-style-type: none"> • Class information, news and events 	<ul style="list-style-type: none"> • Teachers
Reporting	<ul style="list-style-type: none"> • Formal reports available on CONNECT Terms Two and Four • Outstanding Students Awards Values certificates and other acknowledgements at assemblies • End-of-year presentations 	<ul style="list-style-type: none"> • Teachers • Administration
Monday Muster	<ul style="list-style-type: none"> • Monday every week 	<ul style="list-style-type: none"> • Administration • Teachers • Student Leaders
Hard copy notes	<ul style="list-style-type: none"> • Permission slips 	<ul style="list-style-type: none"> • Administration • Teachers
Assemblies	<ul style="list-style-type: none"> • Every two to three weeks Friday • Class item • Awards 	<ul style="list-style-type: none"> • Administration • Teachers
Website	<ul style="list-style-type: none"> • School information • Annual Reports • Newsletters • Student learning • Policies and forms • Photo gallery • School events 	<ul style="list-style-type: none"> • Administration • School Officer
P&C Facebook	<ul style="list-style-type: none"> • P&C initiatives, information 	<ul style="list-style-type: none"> • P&C
Health and medical management	<ul style="list-style-type: none"> • First Aid personnel • Student Medical Form • Administration of Medication form • Student Action plans 	<ul style="list-style-type: none"> • Education • Teachers • Administration • Administration
MGM Outreach	<ul style="list-style-type: none"> • Attendance 	<ul style="list-style-type: none"> • Administration

3. Parent to student and student to parent

All communication between parents and students during school hours must occur via the school's administration. Mobile phones and smart watches must be off and away throughout day. (*HPS Mobile Phone and Smart Devices Policy, 2022*)

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



4. Parent to school

PURPOSE	STRATEGY	RESPONDENT
General inquiry	Phone call Email	School Officer Manager Corporate Services Call/email transferred as needed
Student absence	Email Designated Attendance - website SMS CONNECT	Teacher School Officer Associate Principal
Extended absence or vacation	Letter Email	Teacher/School Officer Refer to Principal
Academic performance	Phone call Email Scheduled Meeting	Teacher Associate Principal
Social/behavioural Concerns	Phone call Email Scheduled Meeting	Teacher Associate Principal Principal
Social/emotional concern	Phone call Email Scheduled Meeting	Teacher Associate Principal
Health concerns, medical updates, psych reports	Phone call Email Form	School Officer/Teacher Associate Principal
Staff concerns	Phone call Email Scheduled Meeting	Staff Member Associate Principal Principal

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



5. School to Board and P & C

COMMITTEE	DETAILS	RESPONSIBILITY
School Board	<ul style="list-style-type: none">• School Board meeting once per term• Email directly to School Board Chair and Board Members• CONNECT community	<ul style="list-style-type: none">• Principal• Staff Board Members• Administration
P&C	<ul style="list-style-type: none">• P&C meeting once or twice per term• Email directly to P&C President and P&C Members	<ul style="list-style-type: none">• Principal• P&C Members

6. Board and P & C to community

COMMITTEE	DETAILS	RESPONSIBILITY
School Board	<ul style="list-style-type: none">• Board members attend relevant training• School board CONNECT community / COMPASS• Open meetings for community once per year as communicated• Role, meeting minutes and members' profiles on website• Presence at special school events• Newsletter item when relevant	<ul style="list-style-type: none">• Principal• Board Chair• P&C Board representative• Board members
P&C	<ul style="list-style-type: none">• Open meetings for the community• P&C Meeting minutes on school website• Facebook/Website Page• Presence at designated school events• Newsletter item when relevant• Flexischool notifications (Canteen)	<ul style="list-style-type: none">• Principal• Administration• P&C President and members

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



7. Staff to staff

CHANNEL	DETAILS, AUDIENCE, RESPONSIBILITY
Leadership and Administration Admin Executive Meetings (AEM)	Principal, Associate Principals, MCS and office staff. Short-and long-term planning and review. Weekly priorities and acknowledgements
School Development Days	Operational information, professional development, and strategic direction and planning for Teachers and Education Assistants as determined by the Principal, Associate Principals and Curriculum Committee.
Staff Meetings	Operational information, professional development and strategic direction and planning for Teachers and Education Assistants as determined by the Principal, Associate Principals and Curriculum Committee.
Friday Communication Meetings	General operational information for and by Principal, Associate Principals, Teachers, Education Assistants, Manager Corporate Services and School Officers

Curriculum Committee Meetings	Principal, Associate Principal and staff reps meet for data analysis and curriculum planning
Subject Team Meetings	Subject Team planning, assessment, and data analysis. Operational plan development and actions. Development of subject specific component of Annual Report
Year Level Team Meetings	Year level collaborative planning, assessment, and data analysis
Supplementary Team Meetings	Various staff members brought together as needed. Feedback to other staff via subsequent meetings and/or email
Informal Meetings	Ongoing reflection; sharing of ideas, opinions, and information

Finance Committee	Receives funding submissions for approval from Subject Teams and Year Level Teams. Manager Corporate Services presents comparative budget and finance report updates. Aligns with Curriculum Committee, funding agreement and strategic plan
-------------------	--

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



Workload Advisory Committee	Solutions-focused forum for staff and principal to discuss workload issues. Year level leader. Clause 49 of the General Agreement
Essential Documents File	Policies and general school operations information for staff. Digital access in Shared Drive at S:\AdminShared \ All Staff \ 02 Operational and CONNECT; student e-records
Staff Performance Development	Mandated performance development process. One or two formal meetings each year with line manager. Daily accountability, operations and processes

Information and Knowledge Online (Ikon) / DoE Portal	Access to emails, professional resources, and official documents, policies and procedures
Emails	Information transmission to, or exchange between, various groups and individual staff members concerning school operations.
CONNECT / COMPASS	Information for all staff from the various communities they select
Schrole Cover	Procurement of relief staff

8. Teacher to student and student to teacher

CHANNEL	DETAILS, AUDIENCE, RESPONSIBILITY
Seesaw	Class and student work and activities. All year levels. Teachers.
Email	Home learning. All year levels. Teachers.
CONNECT / COMPASS	Notification, acknowledgements, reporting, home learning. All year levels. Teachers.
Office 365 / One Note	Home learning, information sharing, blogs. Upper primary. Teachers.

This resource provided by The Teacher Registration Board of Western Australia's (TRBWA) [Teacher-Student Professional Boundaries](#) (August, 2019) provides information for teachers in their professional relationships and communication with students.

COMMUNICATION POLICY AND PROCEDURES

2022 – 2025

Connected • Engaged • Successful



Framework for school engagement

How can you get involved in the school?

RANGE	EXAMPLES OF INVOLVEMENT
Level 4	<ul style="list-style-type: none">• Nominate as a member of the School Board• Become an Office Bearer with the P&C• Generate school and community support networks• Organise activities to benefit the school community
Level 3	<ul style="list-style-type: none">• Actively promote the school community• Attend P&C meetings• Support P&C initiatives• Provide in-class support/help/volunteering as requested• Volunteer to support class activities• Sponsor or provide resources to support students and the school community
Level 2	<ul style="list-style-type: none">• Attend parent-teacher meetings• Attend school events such as showcases, assemblies, concerts, and carnivals• Attend information sessions• Respond to invitations to assist on class excursions• Engage in consultation activities – Surveys, interviews• Engage in Individual Education Plan (IEP) meetings, case conferences
Level 1	<ul style="list-style-type: none">• Use applicable school information channels: School website, newsletter, emails, CONNECT, Seesaw, DoE Resources for Parents,• Access school publications – School Strategic Plan, Annual Report, DES Review, Newsletters, School Board meeting minutes• Update contact details to enable communication from the school