

Dalkeith Primary School



COMMUNICATION GUIDELINES

Effective two-way communication is the key to respectful, connected and engaging relationships in a school community.

An effective school relies upon good relationships between all its stakeholders – the teachers, students, parents and the wider community. Connectedness is important for learning, social and emotional development, mental health, and wellbeing.

The following communication principles provide the premise by which we can optimise our engagement with the community and each other:

- Communicate respectfully and mindfully
- Keep positive relationships at the forefront of all communications
- Disseminate accurate and consistent information
- Ensure information is timely and relevant
- Utilise the appropriate platform best suited to the audience and purpose

BETWEEN TEACHERS AND PARENTS

Purpose of Communication	Platform	Protocols
Student issues or concerns (progress, achievement, behaviour)	Email to notify concern or request an update Arrange a face to face meeting	<p>Teachers: Respond to parent emails promptly and in a considered way e.g short to the point friendly request for an interview</p> <p>Teachers refrain from writing detailed emails on issues that should be addressed face to face</p> <p>Organise meetings via phone call or email</p> <p>Forward and CC serious concerns to Principal</p> <p>Parents:</p> <p>Notify teacher in a timely manner and be specific about the issue or concern</p> <p>Be respectful of time of day as teachers are unable to provide comprehensive responses at the door before school</p> <p>Copy in the Principal where there are more serious issues</p>
Incidental Updates	Face to face at classroom door Whiteboard outside classrooms	Subject to any COVID 19 restrictions, teachers are able to re-introduce an 'open door' policy
Classroom Updates	Compass Email Whiteboard outside classrooms	<p>Teachers ensure communications contain all necessary information regarding upcoming events, homework, what students may need to bring</p> <p>Teachers check emails daily and respond in a timely manner</p> <p>Teachers create email distribution groups for efficient mail outs</p> <p>Parent Class Reps can follow up with reminders but teachers remain responsible in the first instance</p>
Inform parents of class events and operational matters	Class Parent Meetings	Held in term 1, and as needed e.g. school camps
Homework	Homework diaries	<p>Teachers can send updates out via email or compass if homework requirements are different to the usual routine</p> <p>Parents to check their student's diaries</p>
Events Excursions/Incursions Special Assemblies	Compass Event Email Whiteboard outside classrooms	Ensure notification regarding class events are sent at least one week before the event

Commendations	Compass Chronicle Phone/Email	
Online Learning – in the event of a Lockdown - provide lessons, feedback and check in	See Saw Zoom Email	Upskill staff on See Saw as needed Teachers to be mindful of sharing student work publicly Online learning packages and face-to-face teaching sessions as per DPS Lockdown Policy (see separate policy) One Zoom session per day per class Weekly wellbeing check in and give feedback for each student
Parent Class Reps: Disseminate general messages from teacher, Admin and P&C Coordinate social events for the class or year group Announcing and welcoming new students	Face-to face Email WhatsApp	Social online communication guidelines as communicated to Class Reps Class Reps regularly check in with teachers to ensure up to date information is available for dissemination Teachers are responsible for communicating in the first instance Strongly suggested that teachers don't join any WhatsApp group
Inform (absence)	Email to front office staff and cc in teachers Parents enter absence on Compass Face to face meeting with teacher (if prolonged absence needed) Formal email to principal to request approval if vacation leave is during school term	Teachers do not provide school work for students going on vacation leave during the school term.
Inform (student progress)	Parent Teacher interviews in Term 1 Arrange an interview at other times	

BETWEEN ADMIN AND COMMUNITY

Purpose of Communication	Platform	Protocols
Inform and promote	School Website, including: <ul style="list-style-type: none"> • Calendar • Upcoming events 2 weeks in advance • Newsletters -most recent first • Link to photos (in newsletter) • Policy updates as they become available • Staff names and photos 	All digital communications to be mindful of communication principles Photo permissions must be secured and be timely and relevant
Inform and promote	Newsletter	Advertisements that aren't school based not to be included
Inform	Email	All digital communications to be mindful of communication principles Create email distribution groups for efficient mail outs Ensure BCC other parent email addresses
Inform	Compass notifications, including: <ul style="list-style-type: none"> • Whole school community notifications • News feeds to specific parent groups • Events and links to online work packages • Chronicle • 'This Week at a Glance' 	Admin team to provide support for Compass e.g. video tutorial and workshops Provide information in parent handbook and school website
Inform and promote	Facebook and Twitter posts	Communicate good news stories and celebrations Photo permissions must be secured and be timely and relevant
Inform	Parent information booklets	
Inform and participate	School Board, including: <ul style="list-style-type: none"> • Meetings • AGM in term 4 • Business plan • Annual report • School policies 	Adequate notice must be given for meetings and items needing a response Minutes need to be taken and distributed where necessary Agreed actions must be followed up in a timely manner
Request	Email to the School Principal <ul style="list-style-type: none"> • Student withdrawal for private tuition • Vacation leave during school term • Permission to use school facilities 	
Inform and participate	P&C, including: <ul style="list-style-type: none"> • Meetings • Welcome events • Fundraising activities 	Adequate notice must be given for meetings and items needing a response Minutes need to be taken and distributed where necessary Agreed actions must be followed up in a timely manner
Inform and participate	Class Parent Rep meetings	Held once a term with Principal
Inform and participate	Parent forums and workshops, including <ul style="list-style-type: none"> • Guest speakers • Transition talks 	Adequate notice must be given for meetings and items needing a response

Inform, participate and celebrate	Assemblies	
Celebrate	Compass Chronicle Email/phone call Face-to-face meetings/conversations	Communicate good news stories and celebrations
Responding to serious matters or major incidents	Phone call Email to arrange an interview	
Parent or Community Surveys	Compass with link to survey	Adequate notice must be given for items needing a response
Open invitation to prospective parents	Phone the office or email to arrange a tour or meeting	

BETWEEN ADMIN AND STAFF

Purpose of Communication	Platform	Protocols
Inform	Recess communications meetings Staff meetings Email Collaboration meetings	All staff attend meetings unless on duty, or have reasonable cause Staff are to be prompt to meetings Minutes to be taken of important information and agreed actions Email minutes out in a timely manner Follow up on any agreed actions Endeavour to keep emails to a minimum and to the point
Concerns	Face to face meetings and conversations with relevant person Email to arrange a face to face meeting Phase of Learning Team meetings Staff meetings Communications meetings – low level concerns only	Seek advice and clarification if needed before raising concerns Aim for solutions focused conversations Remain confidential Document important conversations and agreed actions Items for inclusion on agendas at least two days prior to meeting
Reminders	Communications meetings and minutes 'This week at a glance' Emails	Short and sharp – just use subject line if appropriate Keep the number of emails to once a week if possible