



Richmond Primary School

Communication Policy

Rationale

Richmond Primary School staff aim to strengthen the goodwill and positive partnership between parents and the school, to enhance the wellbeing and learning opportunities for our students.

This policy aims to establish clear expectations for both staff and parents in the use of electronic communication tools, and maintain a safe workplace for staff and supports them to effectively balance their work and home life.

Implementation

Teachers at Richmond Primary are committed to maintaining effective, respectful and constructive communication with parents and carers. Email or Seesaw, can be a great way of getting in touch with your child's class teacher. To help us improve the school-home partnership we ask that you consider the following points:

- Richmond Primary School staff prioritise time spent teaching and building a positive learning environment, and they will often not get the chance to check messages or emails during the school day. If you have an urgent message for your child's teacher, e.g. after school arrangements such as OSHC, please phone our front office staff, who will pass on the message.
- Teachers are encouraged to only check or respond to emails during working hours and not at night or on the weekends. For urgent matters, please phone the front office as this will ensure your message is received. For non-urgent matters, teachers will respond to your email when practicable.
- If you would like to raise a sensitive or complex issue with your child's teacher, you are welcome to send a brief email outlining your concerns. Teachers will make a time to talk about the matter in person or over the phone so that the issue can be given the depth of discussion it deserves.
- Please remember to phone the front office or use the Skoolbag app to notify us if your child is absent or late

Face to face meetings

Teachers are available to meet with parents at scheduled parent/teacher interviews to discuss your child's learning and progress. If you wish to speak to your child's teacher or school leader outside of those occasions about a particular issue please contact our school administration staff to arrange a meeting time with reasonable notice.

Your child's teacher or school staff may also contact you to arrange a face-to-face meeting to discuss a particular issue regarding your child.

Due to obligations for teaching, supervision and meetings, it is often not manageable for a staff member to meet with you immediately if you attend the school site without notice. During pick up and drop off and at school events, school staff are often on duty supervising students. Please be respectful of these commitments, which ensure student safety.

Phone calls

All phone calls to school staff need to be made via our school phone number, 8293 1863, which is generally open between the hours of 8am- 4pm. Our school administration staff will take a message and alert the class teacher as soon as practical.

If the matter is urgent, please alert our administration staff accordingly. Urgent matters any include urgent health issues, police issues or serious issues affecting student wellbeing.

Emails

Emails are a helpful way to communicate with your child's school. For non-urgent matters school staff will respond to your email within 3 working days during school term time. School staff are not required to reply to emails at night or on weekends and ordinarily will not be checking emails during those hours.

This also applies to SeeSaw messages.

We would encourage parents to phone the school directly regarding urgent matters, as there may be a delay in receiving emails.

Social Media

School staff are not able to connect with students or parents via social media for child protection reasons. Please do not attempt to contact school staff via social media.

Written notes

Parents should feel free to send their child to school with a note for the office or their teacher. Some class teachers will use dairies or communication/message books for this reason.

Whole School Communication

We are pleased to be able to offer our school community regular information and updates via:

Richmond Primary School website <https://www.richmondps.sa.edu.au/>

Skoolbag. <https://www.moqproducts.com.au/skoolbag/installation-instructions/>

Both of which including our fortnightly school newsletter.

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