



## Communication Guidelines

*Reviewed May 2026*

The purpose of these Guidelines is to support the **Coolbinia Primary Communications Policy**.

We believe communication is a two-way street; what happens at school and the relationship between home and school is critical to ensuring that:

- students are happy, secure and open to learning.
- staff are valued, informed and high performing.
- our school community are supported and engaged.

Working together creates better outcomes for everyone and our teachers and administrators shall apply the following standards;

- Responding to written or verbal requests for information or appointments within two working days.
- For urgent requests, such as those dealing with behaviour/disciplinary matters or a concern relating to the welfare of a student – the Deputy Principal or Principal will acknowledge and respond on the same day the information is received by the school to the best of their ability.

There are multiple communication pathways between home and school, which are documented on the following page.

### **What to do if you have a concern:**

- Refer to DOE Guidelines – Talk with your School [Understand the complaints process - Department of Education](#)





# Communication Pathways

At Coolbinia Primary School we value open, honest and transparent communication between home and school to ensure the best possible outcomes for our students. Communication plays a key role in creating and fostering strong, positive relationships between the school and the home.

Pathway #1 From School to Home	Student Oriented	<p><b>In the Classroom</b></p> <p>Parent Information sessions are held early in Term 1, including email and preferred contact information.</p> <p>Annual "Open Classrooms" are held in Term 3.</p>	<p><b>Electronic notices</b></p> <p>Up-to-date information about classroom learning, events and reminders is shared regularly by teachers through CONNECT, classroom newsletters and email.</p>	<p><b>Academic/Behaviour/Emotional/Health concerns</b></p> <p>Informal parent appointments (face to face or phone call) are scheduled by our teachers as required</p>	<p><b>Academic Standards</b></p> <p>Formal reports are distributed at the end of Term 2 and 4.</p> <p>Completion of Primary School is celebrated with our Year 6 Graduation Ceremony.</p>	<p><b>Other</b></p> <p>Classroom Reps</p> <p>Student Diaries are in use for Year 4 and above.</p>
	Administration	<p><b>School website</b></p> <p>"Single source of truth" for all school information for both current and prospective families.</p> <p><a href="http://www.coolbiniaps.wa.edu.au">www.coolbiniaps.wa.edu.au</a></p>	<p><b>Weekly Bulletin</b></p> <p>Up-to-date whole-school information is shared through the weekly bulletin, distributed to families each <b>Friday via CONNECT</b> and published on the school website.</p>	<p><b>CONNECT Notifications</b></p> <p>Ad hoc emails to provide information quickly and efficiently to parents/guardians.</p>	<p><b>Social Media</b></p> <p>Facebook/WhatsApp?</p>	<p><b>Other</b></p> <p>Notice Boards</p> <p>Hard copy correspondence – permission slips</p> <p>Invoices &amp; Statements</p>
Pathway #2 From Home to School		<p><b>Phone message</b></p> <p>To leave a message for your child or a staff member, call the Front Office on 08 9427 8450</p>	<p><b>Absentee notification</b></p> <p>Parents are asked to notify the school of student absences via <b>Compass or email to the school office</b>.</p> <p>Please include the student's name, room, date and reason for absence.</p>	<p><b>Parent/Teacher meeting Request</b></p> <p>Whether for academic performance, behavioural, or emotional/health concerns. Staff will respond to the request within two working days.</p>	<p><b>Specialist teachers</b></p> <p>Due to the changing work schedules of specialist teachers, we encourage parents to also include the class teacher in correspondence.</p>	<p><b>Staff Actions</b></p> <p>Please notify Principal via email or telephone call.</p> <p>Request a formal meeting with Principal if matter is not resolved.</p>
Pathway #3 Two-way communication	P&C	<p>Coolbinia Primary has an active P&amp;C who communicate on several platforms in addition to the general administration channels listed above -</p> <p><b>My School Connect</b> - Your One Stop Shop Mobile App to stay up to date with and manage your school purchases and events. Go to <a href="https://coolschool.org.au">https://coolschool.org.au</a> to sign up.</p> <p><b>WhatsApp</b> - Community messages with central announcements, plus classroom and year level chat groups.</p> <p><b>P&amp;C Meetings</b> - You are encouraged to get involved and head along to the P&amp;C meetings for face-to-face discussions. Meetings are listed on the school calendar.</p>				
	Overall	<p>Parents/Guardians are asked to keep the class teacher informed of anything that may impact your child at school, both academically and socially. This will allow our teachers to be proactive in observing and supporting your child and provide feedback and insight when required. Class teachers will keep parents informed of any events that may impact the child at home.</p> <p>From year 4 onwards the student diary is an avenue for informal communication between parent and teacher. Parents/guardians and teachers are encouraged to use it for short messages and notes as required. It is a way of communicating non-urgent matters daily.</p> <p><b>Concerns/Complaints</b></p> <p>There will be occasions when parents/guardians may encounter difficulties or concerns. When this occurs, parents are encouraged to resolve the issue informally, initially with the classroom teacher. Coolbinia Primary will deal with all concerns and complaints and issues sensitively, promptly and confidentially. Contact should be made with the Principal or a Deputy Principal if assistance is required in clarifying an issue of concern or for the making a formal complaint.</p>				