

Communication Guidelines

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Coolbinia Primary School

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Coolbinia WA 6050

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Intent

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.

Principles

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	In the Classroom Parent Information sessions are held early in Term 1, including email and preferred contact information.	Electronic notices Up-to-date news of what the classroom is working on and reminders for upcoming events are sent by teachers at least once per fortnight via Compass.	Academic/Behaviour/Emotional/Health concerns Informal parent appointments (face to face or phone call) are scheduled by our teachers as required.	Academic Standards Formal reports are distributed at the end of Term 2 and 4. Completion of Primary School is celebrated with our Year 6 Graduation Ceremony.	Other Classroom Reps communicate social events and P&C activities. Student Diaries are in use for Year 4 and above.
Administration	School website "Single source of truth" for all school information for both current and prospective families. www.coolbiniaps.wa.edu.au	Weekly Bulletin Up-to-date school-wide news distributed electronically every Thursday, via Compass.	Compass Notifications Ad hoc emails to provide information quickly and efficiently to parents/guardians.	Social Media Limited use of social media, the school website is the source of truth.	Other Notice Boards Hard copy correspondence – permission slips Invoices & Statements
Pathway #2 From Home to School					
From Parents	Phone message To leave a message for your child or a staff member, call the Front Office on 08 9427 8450	Absentee notification SMS 0418 911 341 with name, room, date, and reason for absence OR Email to teacher or school office.	Parent/Teacher meeting Request Whether for academic performance, behavioural, or emotional/health concerns. Staff will respond to the request within two working days.	Specialist teachers Due to the changing work schedules of specialist teachers, we encourage parents to also include the class teacher in correspondence.	Staff Actions Please notify Principal via email or telephone call. Request a formal meeting with Principal if matter is not resolved.
Pathway #3 Two-way communication					
P&C	Coolbinia Primary has an active P&C who communicate on several platforms in addition to the general administration channels listed above - My School Connect - Your One Stop Shop Mobile App to stay up to date with and manage your school purchases and events. Go to https://coolschool.org.au/ to sign up. WhatsApp - Community messages with central announcements, plus classroom and year level chat groups. P&C Meetings - You are encouraged to get involved and head along to the P&C meetings for face-to-face discussions. Meetings are listed on the school calendar.				
Overall	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. 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. Concerns/Complaints 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.				