

Williamstown Primary School and School Based Preschool Communication Policy

Purpose

At Williamstown Primary and School Based Preschool, we believe in building good relationships and having strong partnership between the school and its community to promote a positive learning environment for students. We are committed to open, honest and timely communication which is both respectful and constructive. We also value our staff's wellbeing so have a commitment to support the careful balancing of workload and expectations.

This policy aims to:

- Clearly express our school's commitment to the use of electronic and other forms of communication
- Establish clear expectations for both staff and parents in the use of electronic and other methods of communication
- Implement a policy which maintains a safe workplace for staff and supports them to balance their work and homelife.

Implementation

Teachers at Williamstown Primary and School Based Preschool are committed to maintaining effective, respectful and constructive communication with parents and carers. Email or Class Dojo, 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:

Williamstown Primary and School Based Preschool 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 not expected to check or respond to emails and messages outside of working hours (8.30am – 5.00pm) 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 or message 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 or message 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 or email the front office, on 85246289 or at dl.0482.info@schools.sa.edu.au, to notify us if your child is absent or will be late, including if there are any changes to your child's pick up routine, in which case a phone call is preferred.

Face to face meetings

Class teachers are the first point of contact for parents and students in relation to a student's academic progress and wellbeing. Should parents have any questions, concerns or information to share about their child throughout the year, we encourage them to arrange a meeting with their class teacher at a mutually agreeable time.

Please be aware that it is not always possible or appropriate to discuss issues in-depth immediately before or after school without arranging a meeting time as teachers have both a duty of care for the class and often other school commitments to perform.

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.

Members of the Leadership team are more than happy to arrange a time to talk to you, or should a concern not be addressed after first talking to the class teacher.

Phone calls

All phone calls to school staff need to be made via our school phone number, 85246289, which is generally open between the hours of 8.00am- 4.00pm. Our school administration staff will take a message and alert the class teacher as soon as is practical.

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

Emails & Electronic Messages

Emails & Dojo messages are a helpful way to communicate with your child's school. For non-urgent matters, school staff will respond to your email or message within 24 hours Monday to Friday during school term time. While we understand that parents may need to send messages outside of working hours, school staff are not required to reply to emails at night or on weekends. For health & well-being reasons, they ordinarily will not be checking emails during those hours. This also applies to Dojo messages.

Staff may choose to send or respond to work related messages at a sensible time, but there is no expectation to respond to these messages outside of school hours. **As a general rule, staff will only be expected to access ClassDojo or emails between 8.30am to 5.00pm Monday to Friday only.**

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

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 diaries or communication/message books for this reason. At times, there may be specific communication strategies documented within students' One Plans, which will be negotiated on an individual needs basis, for example; notification of unsettled behaviour from home to school and school to home, to help with strategies for regulating behaviours.

Whole School Communication

We are pleased to be able to offer our school community regular information and updates through Class Dojo School Story and through our newsletter, which is sent out via email and on Class Dojo. NB: The WPS Facebook page is used for promotional purposes only.

Class Dojo School Story posts are not a forum for raising a concern, please follow the Raising a Complaint with DfE process [School or preschool complaints \(education.sa.gov.au\)](https://www.schoolorpreschoolcomplaints.education.gov.au) and contact the school directly. **The school reserves the right to remove posts that are deemed inappropriate.** Additional information is also available via: Williamstown Primary and School Based Preschool School website <https://williamstownps.sa.edu.au>

Communication and review

- the policy has been developed in consultation with staff and the Governing Council
- the policy can be viewed on the school's website or upon request at the front office
- the policy will be reviewed every two years with the review date of September 2026

Supporting information

[EA 2024 - Digital technologies - Right to disconnect](#)

[Communicating with schools as a parent to help children learn](#)