



WEST PYMBLE PUBLIC SCHOOL

COMMUNICATION PROCEDURE

Effective communication between stake holders is essential for:

- Good management and clear understandings of school systems and procedures
- Positive, productive relations between the school and all members of the school community
- Effective management of school events
- Effective management of students and staff.

Communication will be electronic, written and verbal, both personally and by telephone. At all times it is expected that correspondence will be completed in a professional manner ensuring appropriate forms of language are maintained.

Official DoE Correspondence

The Principal, or any delegate, will be responsible for official correspondence to officers of the DoE. Official correspondence will be on DoE proforma, school letterhead or via the DoE email system. Where the Principal's delegate undertakes official correspondence a copy of the correspondence will be kept and provided to the Principal and kept on file in the office.

Correspondence from Parents

Should parents wish to contact a specific teacher, they should send an email to the teacher's DoE address. For contact with the Principal or general school matters an email should be sent to the school's email address, westpymble-p.school@det.nsw.edu.au, or use the 'contact us' facility on the web page. Please be aware that teachers are engaged in face to face learning for most of the day so are unable to respond immediately. All emails will be responded to within 48 business hours between 8:00am and 5:00pm Monday to Friday. If the matter is urgent or requires an appointment, a message can be left with the office for the teacher to contact you.

Correspondence to Parents

- All drafts should be prepared in Arial 12.
- Draft notes should be sent via email attachment to the Principal for approval, who will then forward to the office for formatting and printing, emailing or SZapping.
- A copy of the approved note will be kept on file.
- For excursions and incursions, a copy of the note is to be attached to the application for Variation of Routine (VOR) and a copy provided to the school office following approval of the VOR.
- All notes should be issued to parents two weeks prior to the event.

Correspondence with parents will be to all parents and carers, a group (ie: a class group) or individually, (ie: school reports, discipline letters, etc). All correspondence will be approved by the Principal. Correspondence being sent home to all parents will be sent via SZapp in the first instance and included in the New Weekly. On occasion, notes may also be distributed via student courier. Teachers are expected to distribute notes

promptly and to make every endeavour to ensure the notes reach the intended recipient.

1. **School Website** - The school website promotes the school. Procedures, permission notes, newsletters, P&C information and minutes, uniform shop, canteen orders, OOSH etc.
2. **School Newsletter** - "The West Pymble New Weekly". The newsletter is prepared and distributed fortnightly. It is sent home electronically via SZapp on Fridays and is available on the school website. In addition to the Principal's Report, the newsletter includes reports on school activities, P&C News, Community activities, Canteen news and rosters, the school calendar and reminders of coming events. The newsletter is partly funded by the publication of advertisements approved by the Principal.
3. **The School App** - The school SZapp is used to notify the community of urgent or time sensitive matters, for eg, the estimated return time of students from camp, the postponement of a school carnival due to inclement weather, etc. It is also used to disseminate general school information to the community, for eg: the newsletter. It is the school's main form of communication.
4. **Seesaw** – What is Seesaw used for? All classes use Seesaw to share work with students and families. Seesaw is private and families are only able to view posts relevant to their child.
5. **DoE Email System** –The DoE email system will be employed to forward information received or to advise staff of variations to daily routines, to distribute meeting minutes, etc. All school staff are encouraged to check their email account regularly.
6. **Excursion or Incursion Notes** - From time to time opportunities are presented for students to participate in excursions or incursions at school. Organising teachers will draft notes for distribution. All correspondence will be approved by the Principal and include information regarding:
 - the activity
 - the educational rationale
 - date
 - venue
 - cost and
 - pay by date.
7. **Individual Parent Correspondence** - For various reasons it may be necessary to contact parents. This may be done by phone, by email, where the school has the family email address or in writing. Reasons for contacting individual parents may include contact with the School Psychologist, disciplinary matters, issues relating to the welfare of the child or the child's performance at school.

Written correspondence with parents should:

- be on school letterhead.
- proofread by the supervising executive
- countersigned by the Principal
- a copy is to be retained in the student's file.

Emails should be approved by the Principal or delegate prior to distribution, printed then filed, as per written communication and should be discussed with the supervising executive.

Phone calls to parents can be very effective in promoting and maintaining positive relationships. Teachers are encouraged to use this method of contact frequently. It is essential to keep a copy of the reason for the telephone call, any issues arising and the date and time of the call in the teacher’s diary.

Personal interviews are also a very effective method of building a positive relationship with parents. Teachers are encouraged to take every opportunity to acknowledge parents before and after school and to engage them in informal conversations where possible. This will facilitate effective formal interviews should the situation arise.

8. School Calendars – The school calendar is maintained by the School Administrative Officer and is available to all staff either in hard copy distributed at the start of each term and electronically on the school website. This is also available to all members of the community. The Principal and webmaster are authorised to approve events on this calendar. An Assistant Principal also maintains the whole year calendar on the whiteboard in the staffroom.

9. Student Reports – Reports on the progress of students are prepared and sent home twice each year, at the end of each semester.

10. School Notice Board - The noticeboard at the front of the administration block is utilised to promote school events, recognise achievements or provide reminders and other information to the community. There are also a number of smaller noticeboards situated on each block where school/community events can be advertised.

11. P&C Communication -

- A one page flyer with initial crucial information will be sent on Szapp.
- Full information will be expanded in the newsletter
- Reminders will be through the class parent networks (ie: social media groups)
- Social Media groups protocols should always be followed

Original Draft By	Bronwyn Wilson	Updated By	Bronwyn Wilson	Approved	Executive	Review	Executive
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