



COMMUNICATION WITH PARENTS/CARERS POLICY

Kingsbury Primary School

PURPOSE

To ensure that members of Kingsbury Primary School staff, volunteers, members of School Council and students on placement understand the expectations for acceptable and appropriate communications with parents/carers.

SCOPE

This policy applies to any interactions and/or communication between Kingsbury Primary School and the Parents/Carers of students.

POLICY

Staff at Kingsbury Primary School; including teachers, education support staff, office staff, and the Principal are committed to providing a supportive learning environment for all our students. We aim to encourage and build positive relationships through effective communication between the school and parents/carers. Staff is expected to:

- Promote contact to assist in developing positive relationships with parents/carers.
- Advise appropriate times and availability for conversations.
- Respond to communications from parents/carers as soon as reasonably practicable.
- Make contact via telephone, email, written correspondence or in person.
- Arrange a mutually convenient time for meetings with parents/carers and other stakeholders, which include:
 - Student Support Group Meetings each term.
 - Meet The Teacher meetings.
 - Student-Led Conferences.
 - Additional reporting or specific Individual Learning Plans.
 - Addressing parent/carer issues and concerns in relation to their child's education and/or wellbeing.
- Provide an environment where conversations/discussions/meetings can take place that maintains a high level of confidentiality and privacy.
- Maintain records and documentation.
- Ensure any formal written communication that states an opinion, discusses school curriculum, processes and policy, and/or is related to an incident or complaint is sighted and approved by the Principal prior to being sent to parents/carers. Exceptions to this may include:
 - A prior arrangement with the Principal.
 - A communication book has been established specifically for communication between home and school to support a PSD/at risk student.
 - Response to general enquiries; e.g. excursion requirements, homework.

- Follow protocol for responsibility for communicating with parents/carers, referring and/or reporting to a senior staff member/supervisor.
- Distribute notices and forms, and manage the collection of same providing clarification and/or follow-up with parents/carers if and when required.
- Use digital technologies to communicate information to parents/carers:
 - School Website
 - Compass
- Provide comprehensive information and enrolment packs to new and prospective families.
- Provide information on use and access to school facilities.

School Council is expected to:

Communicate with the wider community through approved means, such as the school website and weekly newsletter.

Provide minutes of School Council meetings upon request.

Present the annual report as prepared by the Principal and School Council President.

Maintain privacy and confidentiality as requested by the Principal.

MORE INFORMATION AND RESOURCES

[Schools Privacy Policy](#)

[Communication with School Staff Policy](#)

REVIEW CYCLE

This policy was last updated May 2020 and is scheduled for review in May 2023.

Signed



School Council President