

Policy Statement

Mosman Park Primary School values respectful and constructive communication:

- We all have a shared responsibility to maintain a positive and supportive learning environment.
- We strive for positive and purposeful communication that is timely and easily accessible to relevant audiences.
- We create a connected community when we share information, model respect and give consistent messages.

Purpose

These Communication Guidelines outline the expectations between all members of the Mosman Park Primary School community.

Appropriate Communication Practices

Communication across our school community requires:

- Open, courteous and respectful conversation
- Attentive listening and clarification where necessary
- Protecting an individual's privacy and personal information
- Professional and objective responses; and
- Cultural sensitivity.



Mosman Park PS aligns with The Department of Education's Connect and Respect initiative on respectful relationships and The Department's Communication Policy which states that communication usage must not involve transmission of:

- messages of a party-political nature
- unsolicited advertising material
- messages of personal commercial benefit
- chain letters or the like
- personal broadcast messages
- intentional harassment; or
- materials intended to harm or discredit any individual or group

What parents can expect

- Regular communication from the school (COMPASS, Newsletters)
- Scheduled opportunities to meet with the classroom teacher (such as Term 1 classroom meetings)
- Parents can schedule to meet with a teacher by appointment
- Each class or year group (PP-6) will host one assembly per year. The assembly timetable is on the school website. Assemblies are also an important part of oral language and performing arts focus.
- Merit certificates are awarded at assemblies throughout the year. Parents will receive notification if their child is receiving a merit certificate.
- Regular updates about activities and focus areas in their child's class (COMPASS)
- Formal reports on their child's academic achievement at the end of each semester
- Notification of unexplained absences via COMPASS
- Notification of behaviour issues aligned to the Mosman Park Primary School Behaviour Guidelines.
- Opportunities for parents to provide feedback throughout the year through a variety of platforms
- The school will acknowledge emails within 3 business days. Teachers' priority is teaching, and they will strive to acknowledge emails in a timely manner.
- Please be mindful of family friendly hours, staff are not required to respond to emails during the school day (whilst teaching), in the evening, on weekends, public holidays or school holidays.

Communication	Action
General and financial enquiries	Contact school office by phone or school email; mosmanpark. ps@education.wa.edu.au
COMPASS	COMPASS is the platform that is used by the school to communicate directly with students and families at MPPS. COMPASS messages are reviewed and scheduled.
School events e.g sporting events, Massed Choir, excursions	All communication through COMPASS message via the front office in a coordinated approach with relevant families and staff copied in.
Absences	Compass notification
Enrolment enquiries	Contact school office
Academic progress and health & wellbeing	Email the class teacher to organise a suitable time to discuss the issue (via Compass or website link)
Serious concerns	First call – Classroom teacher or if not suitable then contact school office and request an appointment with one of the Deputy Principals and/or Principal
Change any information or updates relating to your child/children, e.g. Legal documents, custody issues, change of address, change in visa or residency status, emergency contacts or medical details.	Contact school office in person or school email; mosmanpark. ps@education.wa.edu.au
School Policy or practice	Contact school office and request an appointment with one of the Deputy Principals and/or Principal

Extending student absence for any reason e.g. illness or extended holiday	Contact the school office through Compass and inform staff of the student return date.
Board, P&C, Class parents	Ratified by Principal prior to communication being sent out. Principal or school administration cc'd in all communication
Class Parent	Official information about upcoming events, fundraisers, social functions and welcome emails sent via Compass through the front office mosmanpark.ps@education.wa.edu.au .
Class List information for parents -Data privacy	The school does not provide personal details about students or families to parents, the P&C or interest groups. The school does not endorse the collection of student and family personal information by the P&C or interest groups.
Social media groups	If parents set up a class or year group social media group (What's App etc) please note the following: -These support groups are not official MPPS communication -These groups are not moderated or endorsed by the school -Administrators (parent reps) of these groups should notify the school of their existence -Ensure these groups are PRIVATE and set up guidelines for use clear and obvious to users. -Any messages that do not align with the Communication Guidelines must be taken down immediately by the Parent Rep or admin of the group. -Any negative comments or defamatory posts will be reported to the appropriate jurisdiction. -Issues should be raised directly with the teacher or school and not posted for comment on social media groups. -Any information posted should be consistent with information circulated by MPPS. -No photographs of students or staff is permitted on any social media platform.
Data privacy Collection of personal information by P&C and other school related interest groups	The school will not pass on any personal information on about student or families to the P&C or any other interest groups. Each individual can decide to provide this information to the P&C and other interest groups. Any personal details collected by the P&C or other interest groups is not endorsed by the school. The school does not monitor the collection, storage or use of personal information collected by the P&C or other interest groups.
In event of a school crisis	School will enact the Emergency and Critical Incident Plan

Issues and Concerns

Make an appointment with the most appropriate person at the school. Discuss your enquiry of concern with:

Class Teacher if:

It is about your child's academic progress, behaviour, homework, assessment, attendance or social and emotional wellbeing.

Deputy Principals/Principal if:

- You could not achieve a satisfactory arrangement regarding your concern with the class teacher.
- Your concern is about the conduct of the teacher or other staff member; or
- Your concern is about another aspect of school life that is impacting on your child's education.
- MPPS follows the Department of Education's Complaint Process. Refer to website for Mosman Park Primary School Complaints Management Policy if required.

Communication that interferes with teaching and learning

- Teachers have a duty of care to the whole class, please be respectful of the teachers' responsibilities and time.
- Please refrain from visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Please ensure that you speak to the teacher respectfully as per our Code of Conduct and Connect and Respect guidelines
- Please do not use social media to make negative comments about the school or to contact staff members.
- We welcome feedback at Mosman Park Primary School, but request that it be made through the appropriate channels.
- Please discuss issues directly with staff members. Remember that you are the model of how you want your child to communicate.
- Communication about late student arrivals, pick up arrangements etc to be directed through the front office.

Issues arising between students and families.

Parents should refrain from approaching the children of other families or their parents with a school related or non-school related issue on the school grounds. These matters must be addressed to the Deputy Principal (in the first instance) or Principal.

Mosman Park Primary School community believes that the strong relationships formed with the parents/carers of students is essential for every child's success. By working together in active partnership with each other we provide students with the best environment to thrive socially, emotionally and academically.