

Rationale

Effective two-way communication between home and school is essential to student success and community trust. Partnerships are strengthened when communication is:

- Timely
- Respectful
- Transparent
- Accessible

The Ardross Connecting with the School Community guideline builds on existing practices to ensure consistency, clarity of expectations, and accountability.

At Ardross Primary School:

- Student wellbeing and learning are the priority
- Communication is respectful, inclusive, and culturally responsive
- All stakeholders have the right to be heard
- Communication is clear, timely, and purposeful
- Processes are transparent and consistent
- Digital communication is used responsibly and safely

Roles and Responsibilities

The following roles and responsibilities are aligned with the Department of Education's expectations for respectful, timely, and professional communication between schools and families. All members of the school community share responsibility for maintaining effective and respectful communication practices.

Role	Responsibilities
Principal	<ul style="list-style-type: none"> • Oversees all communication processes • Manages escalated concerns • Ensures compliance with Department policy
Deputy Principals	<ul style="list-style-type: none"> • Oversee curriculum and student-related communication • Support the resolution of issues
Teachers	<ul style="list-style-type: none"> • Provide regular classroom updates (minimum fortnightly) • Respond to parent communication within agreed timeframes • Maintain accurate and professional communication
Parents/Caregivers	<ul style="list-style-type: none"> • Engage respectfully with staff • Follow communication processes • Raise concerns through appropriate processes

Communication Expectations

Response Timeframes for Teachers

- Emails/Compass messages from parents/caregivers will be responded to within 2 working days.
- Urgent matters will be responded to on the same day, where possible.

- Complaints are acknowledged within 2 days and resolved within 10 working days, where possible.
- Staff are not expected to respond outside of working hours.

Communication Channels

We communicate important information and updates with our community through a range of platforms to ensure families stay informed and connected with school events, learning, and activities. The table below outlines the main communication channels used by the school and the purpose of each platform.

Type	Platform
Whole school communication	Website, Newsletter, Compass
Classroom communication	Compass
Urgent updates	Phone calls/Compass/ emails
Community engagement	Compass/Website/Newsletters
Formal communication	Email/Letters

Communication Schedule

- Newsletter: Week 3, 6 and 9
- Classroom updates: Every fortnight
- Reports: Twice yearly (Semester 1 & 2)
- Parent meetings: Term 1 and Term 2 and as required
- Assemblies: As scheduled-see Term Planners

Inclusive Communication

The school will ensure communication is accessible by:

- Providing interpreters where required
- Offering hard copies where digital access is limited
- Using clear, jargon-free language
- Supporting culturally responsive communication

Raising A Concern Process

Seeking information early can often help resolve concerns quickly and effectively. If you have questions about your child’s progress, homework, or assessment procedures, please contact your child’s teacher. The best way to do this is by contacting the school office to arrange a mutually convenient time for a phone conversation or meeting.

As a school, we are committed to ensuring that:

- Concerns are addressed promptly and fairly
- Principles of natural justice are applied
- Confidentiality is maintained

If your concern relates to the conduct of a staff member, you may prefer to discuss the matter with a school administrator, such as a Deputy Principal or the Principal.

Appointments can be made through the front office or by emailing the school at ardross.ps@education.wa.edu.au.

If your concern relates to your child, please follow the process below:

Stage 1: Speak with Your Child's Teacher

- Your child's teacher should always be the first point of contact for concerns relating to your child.
- Where possible, issues will be discussed and resolved at this stage.

Stage 2: Contact the School Leadership

If the issue is not resolved satisfactorily:

- Please arrange an appointment with the relevant Deputy Principal.
- The Deputy Principal will provide written acknowledgement of the concern and arrange a meeting.
- During the meeting, a timeline for resolution will be discussed.
- Once the matter is resolved, written confirmation of the outcome will be provided.
- If the matter remains unresolved, it will be referred to the Principal, who will follow a similar process.

Stage 3: Contact the Regional Office

If the concern is still unresolved at the school level:

- Parents may contact the Regional Office to discuss the matter further.
- Regional Office can be contacted by:
 - Phone: **1800 655 985**
 - Email
 - Completing the complaints form available on the Department of Education website
- The Regional Office will then follow up on the concern.

Please Note

The school will only respond to concerns raised directly by a parent or caregiver. Concerns submitted on behalf of another person by a third party, including by letter, email, or SMS, will generally not be addressed.