

PARENT HOME-SCHOOL COMMUNICATION POLICY

Purpose

At West Leeming Primary School, we believe that education is a partnership between our professional educators and a child's most important teachers, their parents and carers. When families and school staff communicate respectfully, share information, work collaboratively to resolve concerns and provide consistent messages, students are best supported to learn in a positive, safe and inclusive environment.

This policy outlines expectations for communication between home and school. It identifies approved communication platforms and processes, appropriate channels for different types of communication, and response timeframes and professional boundaries that support effective teaching and learning.

This policy aligns with the Western Australian Department of Education's policies and procedures, including the Code of Conduct, Student Behaviour Policy and Procedures, Positive Behaviour Support framework, Work Health and Safety requirements, and guidance for engaging with parents and the community. It reflects West Leeming Primary School's commitment to respectful partnerships, staff wellbeing and maintaining a strong focus on teaching and learning.

Communication platforms

To streamline communication and ensure consistency and clarity for families and staff, Compass is the primary system for school and class communication at West Leeming Primary School.

Compass

Compass is used for

- whole school notices and newsletters
- class updates and information
- attendance, absences and late notifications
- written communication between parents and staff

Parents and carers who experience difficulty accessing Compass are encouraged to contact the school office for assistance.

Seesaw (Platform for sharing learning for K-2)

Seesaw is used to share snapshots of student learning, classroom experiences and celebrations of progress. It is designed as a window into the classroom rather than a messaging platform. Communication with parents and carers, including notices and announcements, is provided through Compass to ensure information is shared consistently and reaches all families.

When to contact the school office

The school office should be contacted for:

- student absences, including illness, appointments or planned leave. Absences should be communicated through Compass where possible
- changes to contact details
- custody or access matters
- general administrative enquiries
- submission of medical forms and updates to medical information

Communication pathway

To support timely resolution of concerns and maintain respectful relationships, communication should follow the pathway outlined below.

Classroom Teacher

The classroom teacher is the first point of contact for matters related to:

- classroom learning and teaching
- student wellbeing or behaviour
- academic or social progress
- day to day classroom matters

Most questions or concerns can be resolved at this level through direct communication with the teacher.

Deputy Principal

If a matter requires further support beyond the classroom teacher, or involves broader coordination, parents should contact the relevant Deputy Principal. Deputy Principals support matters including:

- coordination of supports and adjustments for students
- student wellbeing and behaviour at a broader level
- communication involving multiple staff or classes
- matters involving other families
- school wide processes and procedures

Either staff or parents may request Deputy Principal involvement where appropriate. The Deputy Principal will liaise with the classroom teacher and other staff as required.

Principal

The Principal becomes involved when:

- a matter has been escalated following Deputy Principal involvement
- further leadership oversight is required
- matters relate to whole-school processes or serious concerns

What parents can expect

Parents and carers can expect:

- clear, consistent and timely communication from the school
- regular updates about class and school activities
- scheduled opportunities to meet with classroom teachers, including Term 1 classroom information sessions and Term 2 student progress meetings
- additional opportunities to meet with staff by appointment, where required
- notice of important school and class developments
- formal written reports on student progress at the end of each semester
- celebrations of student achievement and positive behaviour
- notification of serious incidents or ongoing matters relating to their child
- opportunities to provide feedback through surveys, meetings and consultation processes
- responses to general communication within 3 working days during term time

Some matters may require additional time to allow for consultation, investigation or follow up.

What parents cannot expect

To support effective teaching and learning, and to maintain appropriate professional boundaries, the following should not be expected of staff:

- responding to communication outside of work hours
- answering messages in the evenings, on weekends or during school holidays
- providing access to personal phone numbers or private email addresses
- meeting without a pre-arranged appointment
- classroom visits during teaching time without prior arrangement
- ongoing access to the school site where interactions do not reflect respectful and appropriate conduct

Sharing last-minute information

For brief time-sensitive messages parents and carers may:

- speak with the teacher between 8.40 am and 8.50 am
- send a message via Compass, noting that teachers may not check messages during teaching time
- contact the school office to pass on urgent information

Urgent matters relating to student safety or end-of-day arrangements should always be directed to the school office, rather than sent to teachers via digital communication.

Supporting Respectful Communication

To maintain a safe, respectful and productive learning environment for students and staff, we ask that all members of our community engage with the school in the following ways:

- arrange appointments before entering classrooms or meeting with teachers
- communicate with staff in a courteous and constructive manner
- raise concerns privately and not in front of students or other families
- allow staff to manage student matters during the school day
- use appropriate channels to discuss questions or concerns directly with the school
- refrain from using social media to raise concerns about the school or individual staff members

West Leeming Primary School welcomes feedback and values strong partnerships with families. Feedback is most effective when shared through appropriate channels and in a respectful manner. Parents and carers play an important role in modelling positive communication and problem-solving for their children.

Face-to-face meetings

Digital communication is appropriate for brief, non-urgent matters. For complex, sensitive or emotional matters, a face to face meeting is the most appropriate approach. Where this is not possible, a phone meeting may be arranged.

In most cases:

- meetings should be arranged in advance
- students should not attend meetings involving sensitive matters

This allows time for respectful discussion and effective problem solving.

By working together in this way, we can maintain a respectful environment where staff can focus on teaching and students can learn.

Last Reviewed: Semester 1, 2026

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