



# Williams Primary School

## COMMUNICATION POLICY AND GUIDELINES

*Endorsed by WPS School Council: 25 February 2026*

### Our Vision

*Williams Primary School uses proven methodology to promote excellence in a nurturing culture, preparing students socially and academically for an evolving world.*



9885 2200



[Williams.ps@education.wa.edu.au](mailto:Williams.ps@education.wa.edu.au)



16 Rosselloty Street, Williams, WA 6391



# Williams Primary School

## Communication Policy and Guidelines

### The Williams Primary School Communication Policy and Guidelines are formed using the Department of Education Communication Protocols.

*In Western Australia, parents/carers, school staff and students share responsibility for public schools providing safe, supportive, and productive learning environments. We achieve this through our relationships, good communication and working together.*

#### **Creating Positive Environments**

*Our public schools provide positive environments for students to learn and for staff to work. This is achieved by school staff, parent/carers, and students:*

- *valuing and supporting every member of the school community and appreciating their contributions.*
- *celebrating diversity and individuality; cooperation and acceptance are welcomed and encouraged.*
- *forming positive connections.*
- *creating friendly, supportive, and cohesive communities.*

#### **Promoting Respectful Relationships**

*Every student, staff member and parent/carer has the right to feel safe and be safe at school.*

*This is achieved by:*

- *teaching students about respect and appropriate relationships as part of the Western Australian Curriculum and students are expected to maintain positive behaviour in their school community.*
- *principals working with their school community to create positive behaviour models and deal appropriately with students who violate the rights of other students and staff.*
- *parents/carers encouraging, promoting, and modelling good behaviour and respect for others at home, school and in their communities.*

## Williams Primary School Communication Guidelines

*At Williams Primary School, we believe that parents form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an integral role in the education of your child.*

*We are committed to responding promptly to your enquiries, concerns, suggestions, and positive feedback.*

*Our school uses various forms of electronic communications to parents. Please take the time to familiarise yourself with the different forms and their uses.*

*These guidelines outline the appropriate and effective methods available for parents to communicate with the school and school staff.*

## **Student Mobile Phones and Smart Watches**

- Students should not bring mobile phones to school unless there are extenuating circumstances, for example, the phone is used as for medical support e.g. Type 1 Diabetes. This should be negotiated in advance with the principal.
- If deemed necessary for the child to bring their phone to school for non-medical purposes, the phone will be stored in the office for the duration of the school day. All care, but no responsibility, will be taken for student's mobile phones on school premises.
- Smart watches must have data access capabilities switched off (flight mode) during school hours. If this is not possible, then the child should not bring the watch to school.

## **Communicating Well**

---

The following basic principles apply regarding effective communication.

- Demonstrate mutual trust and respect when meeting the needs of the student.
- Interact courteously and professionally with the other party.
- Be open to new learning, viewpoints, and experience.
- Approach issues calmly.
- Maintain required confidentiality.

## **What Parents/Carers Can Expect**

- Regular communication from the school via Seesaw and parent newsletters twice per term.
- Updates, notes, permission slips and information as required.
- Class information in Term 1 about routines and expectations.
- Parent Interviews
- Student formal reports sent via email at the end of each semester.
- Opportunities to meet with the classroom teacher by appointment.
- Notifications of any serious single issue or ongoing issues concerning their child.
- Opportunities to provide feedback via surveys.
- Parent communications responded to within 2 working days.
- Parent assemblies, with open classrooms afterwards, as scheduled, currently twice per term.
- Teachers at Williams Primary School will primarily communicate through Seesaw messages.

## **What Parents/Carers Cannot Expect**

- School staff returning calls after work hours (i.e., after 4pm), weekends or during school vacation periods.
- Emails to be answered after work hours, weekends or during school vacation periods.
- Access to, or use of, staff members' private phone numbers, personal email addresses or social media accounts for school-related communication. While we understand that in a small community some families and staff may have existing friendships, school matters should be communicated through official school channels (Seesaw, email or the school office) during business hours and on the days staff are rostered to work, except in a genuine emergency.
- Impromptu academic discussions with teachers about your child. Any interviews/discussions should be prearranged.
- Daily or weekly updates regarding your child's ongoing progress at school.

## **When Should You Contact Your Child's Teacher?**

- When you have child related good news to share.
- Safety issues or changes in behaviours at home.
- If you have concerns with academic or social/emotional progress.

- When you would like to make, or can't keep, a scheduled appointment.
- When homework tasks are challenging.
- Positive feedback to the teacher.

### **What Should Be Communicated to the School Office**

- Notification of student absences. Parents/carers are asked to inform the school office if their child will be absent from school, as this allows the attendance system to be updated promptly and ensures teachers receive the information.
- Changes in family circumstances, including any issues relating to custody or access.
- Medical issues that change or arise.
- If your child has a communicable disease (head lice, chicken pox etc).
- When your child is home sick and/or any planned absences.
- Change of address or contact details.

### **Immediate/Urgent Important Information for The Teacher**

If a matter is time sensitive, parents/carers should:

- message the teacher and/or school via Seesaw. If it is immediately prior to, or during the school day the teacher is very unlikely to be able to read the message. Including school admin in the Seesaw message or CC'ing the [williams.ps@education.wa.edu.au](mailto:williams.ps@education.wa.edu.au) email address will ensure that someone in the office can also receive the information and ensure that the teacher receives it.
- speak to the teacher between 8:30am and 8:45am if the message can be communicated very briefly/quickly (1 – 2 mins).
- send a note or write in your child's student diary.
- call the office and leave a message for the teacher.

### **Communication that Interferes with Teaching and Learning**

- Visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Speaking to the teacher disrespectfully or angrily, especially in front of your child, or in front of other students and parents.
- Discussing concerns with other parents rather than raising them directly with school staff.

**\*Remember parents are the models of how you want your child to communicate\***

### **When Is a Face-To-Face Meeting Appropriate?**

Electronic communication, such as an email, is highly convenient and can be used for short, non-urgent, and positive forms of communication, however, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

### **When Should Parents Contact the Principal?**

For most discussions, the classroom teacher will be parents' first point of contact, however, where conversations involve conflict, other families, or dissatisfaction with any aspect of the school, the principal must be involved. Either a staff member or a parent may request the involvement of the school principal at any time.

### **To Increase Mutual Respect**

Negative or aggressive communication does not lead to a positive working relationship with your child's teacher and/or school, so please remember:

- teachers will make mistakes; they're human too.
- teachers have their own families and lives; please respect their privacy.
- we're all on the same team – your child's support team!
- take your parent chats off-site after drop-off so teachers and students can begin learning.
- use age-appropriate and respectful language around drop-off and pick up times.
- recognise that we won't always agree, although we promise to listen.
- speak positively in front of your child and other children.

## Staff to Staff Communication

---

- Weekly Memo - emailed each Friday – Williams Whistler.
- Mobile phones: Staff are asked not to use their mobile phones for private use during face-to-face teaching sessions or when on playground duty.
- Staff requiring assistance in the classroom from Admin should use the classroom phones where available or coloured passes from near the door. Red – Medical Emergency, Blue – Behavioural help, Green – Positive Behaviour Recognition.
- Use of a private mobile phone to the office is permitted in an emergency or where urgent support is required.

## School Council to Community

---

- An open meeting for the community is held once a year.
- Information regarding the Council is regularly updated on the school's website.

## P & C to Community

---

- The P&C hold open meetings once per term. All parents are welcome and encouraged to attend these meetings.
- Dates, times of meetings, and other information are advertised by the P&C in Seesaw and the P&C Facebook page.
- Joint school/ P&C events will be promoted through Seesaw and the P&C Facebook page.

## School to Wider Community

---

Government departments, educational providers and networks, tertiary institutions, universities, local businesses and other outside agencies.

- Phone calls, emails and letters.
- Local Paper – The Williams – Published Fortnightly.
- Formal and informal meetings with shire, business owners, leaders and community groups.

## Other Communications

---

### Seesaw

- This is our **main** communication tool. It is a learning, support and communication platform that aims to make learning more interactive and engaging as well as providing ways for families to stay connected with their child's learning.
- Class updates are provided twice per term. These updates outline what students will be learning about in the coming weeks and may also include other relevant information about classroom activities, school events and upcoming learning experiences.
- Newsletters, notes and other communications will usually be provided via this service. Parents can notify the school of absences, Change of Details, etc. via seesaw

## Newsletters

- Williams Primary School publishes a newsletter twice a term, usually during week's 5 and 9. This newsletter is uploaded to the school's website as a Sway document. This newsletter highlights what has been happening and other upcoming events held in the school. Notification of publication is sent home on Seesaw.

## 'The Williams' - Primary School Highlights

- Every fortnight Williams Primary School includes a Highlight into the local newspaper; this is to showcase events the school has been a part of. It also includes some upcoming important dates that are relevant and accurate at the time of printing. These are subject to change.

## School to Social Media and Other Digital Platforms

---

### Facebook

- Facebook is used to highlight and share school-based events and achievements.
- It is a public relations platform rather than an advertising and/or communication platform.

**\*Facebook messages should never be used as a parent communication to the school as this is not an appropriate forum and the messages are not regularly monitored\***