



Community Code of Conduct and Communication Policy

Aim

Heathridge Primary School (PS) aims to promote respectful relationships and create an environment where staff and children's safety and wellbeing is at the centre of our thoughts, values and actions. Cultural safety and creating an inclusive learning environment are of paramount importance. We aim to ensure that each student, staff member and visitor has the right to feel safe and be safe at school.

Connect and Respect Engagement Expectations

Heathridge PS thrives on open communication which is inclusive, respectful and welcomes partnerships from families to support the health and wellbeing of our students. We are committed to responding promptly to your enquiries, concerns, suggestions and feedback. Our school uses various forms of electronic communication to parents. These guidelines outline the most appropriate and effective methods for parents to communicate with the school. There is an expectation that all communication and interactions between staff and families is mutually respectful. Offensive language, verbal aggression or inflammatory statements intended to intimidate school staff will not be tolerated. School staff will not address/respond to communication that is unacceptable and it will be referred to the appropriate person.

Forms of Communication

Website [Heathridge Primary School heathridgeps.wa.edu.au](http://heathridgeps.wa.edu.au)

The Heathridge PS website is regularly updated and is the first place for families and prospective parents to gather general school documents. Relevant policies, enrolment forms, booklists, annual reports and business plans, notes, term calendar, resources and contacts can be found on the website.

SMS

Parents can use the SMS messaging system to notify the school of student absences. A direct SMS will also be used for important reminders pertaining to individual families or group messages.

SeeSaw

Parents can message teachers directly for non-urgent information or questions unless alternative guidelines have been established. Parents can expect a response during school hours within two working days. Students can share successes in their day with parents. Whole school announcements will also be shared via SeeSaw.

Facebook

Heathridge PS embraces the technology of Facebook as an easily accessible form of communication to highlight our achievements and celebrations. It is a closed page for families only, which requires permission from the school administration to join the page. Please use SeeSaw and email for parent communication with the school.

Email

Parents can email the school at heathridge.ps@education.wa.edu.au to notify us regarding changes of circumstances/contacts and absences.

Phone

Parents can call the school on 92338950 for urgent messages as staff aren't always able to access SeeSaw throughout the school day.

Parents and carers **can** expect:

- Regular communication via the school approved channels: Facebook for celebrations/good news, SMS and Seesaw notifications.
- Notes, permission slips and information sent home with students and on the school website where applicable.
- Reports on your child's progress and achievement emailed at the end of each semester.
- Celebrations of your child's achievements during assemblies and Facebook posts.
- Class information sessions in Term One.
- Notifications of any single issue or ongoing issues concerning your child.
- Parent communications – acknowledged within 48 hours (appreciating that staff may not be available immediately) to actively help solve concerns with mutual respect.

Parents and carers **shouldn't** expect:

- Staff returning calls/emails after normal school hours or during vacation periods. We endeavour to reply to emails in a timely manner, considering planning time to address your concerns. Persistent, demanding or aggressive emails or SeeSaw messages will not be tolerated.
- Access to teacher's private email addresses or phone numbers.
- Academic discussion with teachers about your child unless an appointment has been prearranged.
- Daily or weekly updates regarding their child's ongoing progress at school.

When should you contact your child's teacher or administration staff?

- If you have concerns about your child's academic progress.
- Changes in family circumstances.
- Medical issues that arise or diagnosis and/or medication changes.
- Any safety issues, issues related to custody or access and changes in behaviour at home.
- Absences due to sickness, contagious disease, hospitalisation etc.
- To advise the school of emergency contacts and people approved to collect your child.
- If something happens outside of school that could affect your child or the school community.

Communication that supports teaching and learning and promotes strong community

- Speaking to staff respectfully and being mindful of your child and other children being present.
- Make an appointment if you need to meet with your child/ren's teacher.
- Using social media platforms respectfully and appropriately. Negative or inappropriate comments will be removed, and parents could be excluded from the platform at the Principal's discretion.
- Avoiding malicious or judgemental gossip and speak to community members respectfully.

To increase mutual respect, please remember:

- By everyone playing a part in providing a safe and positive learning environment we can enable students to be the best they can be. We are all on the same team - your child's team!
- Staff have their own families and lives; please respect their privacy.
- Heathridge PS staff aim to hear your concerns with the shared goal of supporting your child.

Our collective efforts are aimed at providing safe environments for all and promoting respectful relationship.

