

*Seek to Learn*



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**NEWBOROUGH**  
PRIMARY SCHOOL

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# **Newborough Primary School Communication Protocols and Guidelines**

Newborough Primary School  
An Independent Public School

178 Newborough Street  
Karrinyup  
WA 6018  
08-9278 0450

Email: [Newborough.ps@education.wa.edu.au](mailto:Newborough.ps@education.wa.edu.au)  
Website: [newboroughps.wa.edu.au](http://newboroughps.wa.edu.au)

## Newborough Primary School Communication Guidelines and Protocols

### Rationale

Newborough Primary School (NPS) believes that the partnership between the community, families, students and the school is essential to provide the right learning supports and environment for a quality education for students to achieve and progress to the best of their abilities. NPS is committed to using open communication processes that build positive partnerships between all stakeholders for the provision of imparting information, sharing good news, discussing issues and maintaining open dialogue.

### Communication Guidelines

The NPS Communication Guidelines and Protocols align with the *Department of Education's School Communities Working Together: Communication Protocols 2021* which may be found on our website.(LINK)

We uphold high expectations of our staff in communicating with our families based on our values of Respect, Teamwork, Challenge Yourself and Kindness. We also have high expectations in how our community interacts with our staff. This is important ensuring reciprocally open, respectful, authentic and positive communication that leads to everyone working together for the benefit of each child. Communication that does not meet this expectation will be referred to the Principal.

To ensure information is directed to the right person, and that questions or concerns can be resolved in a timely manner, please follow the below communication chain.

## 1. COMMUNICATING WITH CLASSROOM AND SPECIALIST TEACHER

### Speak with the Classroom or Specialist Teacher

For all questions and concerns about your child in regard to teaching, learning, assessment, behaviour, wellbeing, medical, family circumstances and other matters relating directly to the classroom, please contact the class teacher; or specialist teacher if the matter relates to Music, Physical Education, Science or Japanese.

Please consider the concern/question and length of time needed to speak or communicate with the relevant teacher and the best way to contact them.

#### For immediate information to the teacher:

- Speak to the teacher between 8.30-8.40am for very short, necessary messages. Please note teachers are expected to start teaching at 8.40am. It is not appropriate to expect teachers to talk to you after this time.
- Call the school office and leave a message.
- Send an email or message the teacher through the appropriate platform. Please note staff are not always able to check emails due to meetings, preparation or teaching throughout the day.

#### Face-to-face meeting:

- Parents should request a face-to-face interview for more lengthy discussions so that your issues can be given the time and attention they deserve.
- Please arrive on time to all scheduled meetings and be prepared for the meeting.
- Please inform the teacher or school office if you can no longer make the meeting at the agreed time.

#### Email/Message Communication:

- Electronic communication, such as email, is highly convenient and can be used to communicate short concerns, or information.
- Staff will respond to email communication within 48 hours in between the hours of 8am-4pm Monday to Friday. Staff are not expected to respond to emails outside school hours, weekends or holidays.

Contact the class teacher/s or specialist teachers through their direct email address found on the School website <https://www.newboroughps.wa.edu.au/our-staff> or through Seesaw (K-2) or Email (3-6) to make a time to talk to the teacher. Alternatively, call the school office on (08)9275 0450 and a message request will be shared with the relevant teacher. Parents should not be contacting staff on their personal mobile phones.

## 2. PRINCIPAL OR DEPUTY COMMUNICATION

Contact the Principal or Deputy Principals through either their direct email found on the school's website, the school's email [newborough.ps@education.wa.edu.au](mailto:newborough.ps@education.wa.edu.au) or by calling 9278 0450 to request an appointment to discuss matters not resolved with the classroom or specialist teacher; or for any query that cannot be answered by classroom staff. The relevant administration member will contact you within 48 hours to make a time. Unless assistance is required immediately, making an appointment is our preferred method of ensuring the relevant staff member is free to discuss matters with you.

Complaints (and compliments) can be made either verbally, by email or by letter and can be lodged with the school using the relevant contact details. Complaints should be addressed "Private and Confidential" to The Principal.

## 3. NORTH METROPOLITAN EDUCATION REGIONAL OFFICE

The North Metropolitan Education Regional Office is in Tuart Hill. All unresolved concerns or questions can be directed here via contact details at [www.education.wa.edu.au/contact](http://www.education.wa.edu.au/contact)

## SCHOOL ENQUIRIES

Contact the School Officers via the school's email address, [newboroughps@education.wa.edu.au](mailto:newboroughps@education.wa.edu.au), on the phone 9278 0450, or visit the school office for all information relating the administration side of the school including but not limited to:

- Student contact details, addresses, phone numbers and contact persons.
- Student updated Health Care Forms and medication
- Student absences
- Student payments, or to set up payment plans.
- Student enrolments

The school office hours are Monday to Friday, 8am-3.30pm

## SCHOOL COMMUNICATION CHANNELS

NPS uses a variety of communication channels and modes to ensure all members of the community receive information in a timely manner. These communication channels are listed below.

CHANNEL	WHAT	WHEN
<b>Website</b>	The Newborough Primary School website <a href="https://www.newboroughps.wa.edu.au/">https://www.newboroughps.wa.edu.au/</a> contains all important information and documentation but not limited to: <ul style="list-style-type: none"> <li>• Student and school information, including BYOD information.</li> <li>• Staff and contact lists</li> <li>• School Board information</li> <li>• School Business Plans and Reports</li> <li>• Enrolment Information</li> <li>• School Forms</li> <li>• School Calendar</li> <li>• Newsletters</li> </ul>	As required
<b>Newsletter</b>	The newsletter is sent home via SchoolZine every fortnight and can also be found on the school website. It contains a Principal's column, general school news and updates, important dates to remember, upcoming events and other information from the P&C and School Chaplain. Please ensure your email contact details are up to date to receive the School Newsletter.	Fortnightly
<b>Whole School Emails</b>	Whole school emails are used by Deputy Principals, Principal, Level 3 teachers, and Specialist Teachers to communicate whole school information. Whole school emails are sent to both parents/caregivers often complementing hard copies of information sent home. Emails are also used to contact individual families at point of need.	As required
<b>Performing Arts Emails</b>	The Performing Arts Specialist Teacher communicates all information to families of students in the Junior and Senior Choir and Instrumental Music program (IMSS)	As required
<b>SMS</b>	While not regular, the school may occasionally send an SMS to the whole school or relevant family groups that require immediate attention.	As required
<b>Message U - SMS Attendance</b>	The Message U SMS system is used to notify families that their child is absent and no explanation has been received. In this instance, please provide a reason for your child's absence or make an enquiry to the school immediately to discuss.	As required
<b>Phone Calls</b>	School office staff and the Deputy Principal call parents/caregivers when students are ill or have been injured on the preferred contact number provided. Teaching staff may also call parents when needed to organise a meeting or provide information on your child.	As required
<b>Classroom Information: Emails Seesaw (K-3) Email (3/4-6)</b>	Classroom teachers use emails, Seesaw (K-2) and Email (3/4-6) to inform and share information and relevant documents.	As required

## SCHOOL COMMUNICATION CHANNELS

CHANNEL	WHAT	WHEN
<b>Student Progress Parent Meetings and Students at Educational Risk Meetings</b>	NPS intends to offer all parents/guardians 10 minute meeting at the beginning of Term Two to discuss student progress to date. Subsequent parent meetings will be negotiated between the teacher/s and parent/guardians as need.  Teaching staff or Deputy of Student Services will contact parent/guardians for meetings or case conferences at point of need.	As required
<b>Semester One and Two Reports</b>	The Semester One and Two formal reports are emailed to parents on the Monday of the last week of Term Two and Four. The links to the reports are active for one month only. Parents are encouraged to download the report immediately. Parents must ensure their email addresses are current at the school office for them to receive the reports via email.	Week 10, Term Two  Week 10, Term Four
<b>School Diary (3-6)</b>	The School Diary is also used in Years 3-6 to help students develop organisational skills and keep track of information they need to know.	As required
<b>Classroom NoticeBoards</b>	These are located outside each classroom and often have whole school events and classrooms advertised on them.	As required
<b>Incursion and Excursion Forms</b>	Incursion and excursion forms are provided as hard copies to the student and are usually emailed home. All Incursion and Excursion Forms can also be found on the School's Website	As required
<b>P&amp;C Facebook</b>	The Newborough Primary School P&C Events Facebook is managed by the P&C and promotes both P&C events and reminders of school-wide events and activities.	As required
<b>P&amp;C Year Level Whats App</b>	The Newborough Primary School P&C also have year level coordinators who manage a WhatsApp group for each year level to provide year level relevant information and school wide reminders. All parents/caregivers on the WhatsApp groups are expected to adhere to a Code of Conduct and use the WhatApp platform for the purpose it is intended and not for personal gain, opinions or unethical comments of others.	As required
<b>School Board</b>	The School Board is active in disseminating information through the Website, Newsletter and occasionally assemblies. Parents are invited to attend Board meetings as observers and meet with the Chair or Board members to discuss the NPS Business Plan and other issues relevant to the Board.	As required

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