



COMMUNICATION POLICY – MARMION PRIMARY SCHOOL

Rationale

At Marmion Primary School, we value open, respectful, and timely communication to support a safe, inclusive, and positive environment. Strong home–school partnerships are essential for student wellbeing and academic success. Our communication practices are guided by trust, our duty of care, and Department of Education protocols.

Purpose

This policy outlines:

- The communication methods used at Marmion Primary School and their purpose
- Our commitment to keeping families informed about events, achievements, and opportunities
- Expectations for respectful and responsible use of school communication platforms
- Procedures for addressing inappropriate behaviour

Scope

This policy applies to all members of the Marmion Primary School community, including:

- Staff and students
- Parents, Carers and families
- School Board members
- Contractors, consultants, and volunteers
- Pre-service, visiting, and relief teachers

Respectful Communication

All communication must be respectful, courteous, and appropriate. We expect all members of the school community to engage in ways that support a positive and inclusive school culture.

Parents and carers are responsible for keeping their contact details, especially email addresses, up to date to ensure effective communication with the school.

Communication Methods

Email is suitable for non-urgent messages, general enquiries, positive feedback, or brief updates.

For complex or sensitive matters, parents and carers should request a meeting or phone call to support respectful and effective communication.

Please note: Emails longer than five sentences will not receive a response. In such cases, a phone call or meeting will be recommended.

Communication That Disrupts Teaching and Learning

At Marmion Primary School, we value positive and respectful relationships between staff and families. Communication that interferes with teaching and learning will not be tolerated. This includes:

- Requesting unscheduled meetings during class time
- Speaking to staff in a disrespectful or aggressive manner
- Misusing social media platforms to discuss school matters – as outlined in the *Group Chat Code of Conduct*, this behaviour is not acceptable and will not be tolerated

Parent Responsibilities – What to Communicate to the School Office

Parents and carers must inform the office of:

- Changes to family circumstances (e.g. separation, custody)
- Updated medical information
- Communicable illnesses (e.g. head lice, chickenpox)
- Student absences (sick or planned)
- New address or contact details

What Parents/Carers Should Not Expect

- Staff responding to calls or emails before 7:30am or after 4:00pm or during school holidays
- Access to staff personal contact details
- Academic discussions or access to a class teacher before school, during school hours or after school without a prior appointment
- Frequent updates on student progress outside formal reporting periods, unless agreed to as part of an individual education plan.

Media Permissions

Media consent is provided at enrolment and updated as needed. This allows the school to use students' images, first names, and schoolwork on platforms such as social media.

First names of children and names of adults may be included to acknowledge contributions or celebrate achievements. Once consent is given, additional permission is not required for individual posts.

CHANNELS OF COMMUNICATION

Newsletter

Sent fortnightly (odd weeks) via Connect. Includes key updates, events, procedures, and celebrations.

Connect (Online Parent Hub)

Two main spaces:

- *Parent Community*: Whole-school updates, newsletters, and announcements
- *Class Space*: Class-specific info, term overviews, learning updates
 - Teachers are expected to post a term overview to support parent engagement.

- Early Childhood (Kindergarten & Pre-primary) post photos to share children's learning with parents and families.

School Website

Public-facing site with general information, policies, dates, and the Business Plan. Intended for prospective families and stakeholders.

Parent Representatives

Support class communication and act as a link between teachers and families.

Telephone

For urgent or time-sensitive matters.

Note: Office staff must be treated respectfully. Inappropriate behaviour may result in limited access to communication channels.

Assemblies

Scheduled annually; dates published in the calendar and newsletter.

Learning Journeys

Held in Term 2 or 3 to foster parent engagement.

Parent/Carer Surveys

Conducted through:

- National School Opinion Survey (NSOS)
- Learning Journey feedback
- Workshop evaluations

Class Information Sessions

Held in Term 1 to outline routines, learning programs, and answer questions.

Formal Reports (Pre-primary – Year 6)

Distributed via Connect in Term 2 and Term 4.

Parent/Teacher Meetings

Available throughout the year by appointment.

Notifications

Parents/carers will be contacted for serious incidents or injuries involving their child.