



**TEMPLETON**

MELBOURNE, AUSTRALIA

## Parent Communication

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### **Rationale**

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Templeton Primary School is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

### **Whole School Practices**

#### **Templeton Times**

School Newsletter released fortnightly on the website and XUNO Newsfeed.

#### **Website**

[www.templetonps.vic.edu.au](http://www.templetonps.vic.edu.au)

#### **XUNO App and Desktop**

Parents and wider community are kept up to date with instant messaging and news feed items sent between 8:30am and 4:30pm.

#### **School Vision, Policies, Strategic Plan, Annual Implementation Plan and Annual Report**

All available on the website under 'About'.

#### **Parent/Teacher Interviews**

An interview with the class teacher is held at the beginning of Term 1 and at the end of Term 2. All parents receive a June and December Progress Report. Teachers are available for parent/teacher interviews upon request throughout the year. Students with improvement or extension plans (LIP or LEP) are monitored by the classroom teacher, Literacy or Numeracy coordinator and parent.

### **Information Sessions for Specific Purposes**

Information sessions will take place as required for a variety of reasons such as inductions, transitions, camps, graduation.

### **Assemblies**

Held weekly on Monday and Friday at 9:00am. The Assistant Principals host the Monday assembly, and student leaders host the Friday assembly.

### **Professional Communication Practices**

When communicating with parents, staff members:

- Approach discussion in an open, courteous, and respectful manner.
- Listen attentively to the concerns of parents, seeking clarification where necessary.
- Present their own or the school's point of view in professional and objective terms.
- Seek support from the Management Team or colleagues if needed.
- Take into consideration cultural and personal sensitivities and protocols when dealing with the school community.
- Make available materials and information for a parent who lives apart from the child/ren upon request.

### **Parent Meeting Practices**

- While some matters may be addressed immediately, it is desirable to arrange meetings to address issues at a time and place that is mutually convenient and is conducive to a positive outcome.
- Unless unusual circumstances apply, staff arrange interviews with parents in a timely manner.
- Case conferences are held where appropriate and notes recorded and distributed to all participants.

### **Written Communication**

- At least one week notice on XUNO is provided for school events that affect parents or require them to pay money and/or permission.
- All written communication is edited to ensure clarity and correct information, spelling and grammar. All communication regarding excursions, camps or events from class teachers must be viewed by a member of the school's Management Team before being sent.
- A copy of all notes is available on XUNO.
- Written communication is clear and succinct.
- Major incidents that occur either in the classroom and/or the playground are recorded on XUNO.
- Playground incidents are recorded by teachers on duty. Those issues requiring follow up are identified.

### **Dealing with Issues**

There may be times, despite ongoing communication, where members of the school community are unsure, disagree or believe there is a problem or issue concerning their child. Parents should not wait for a small issue to grow into a large one:

- If the matter involves your child or is an issue of everyday class operation, parents need to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher is always the first point of contact.
- If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with one of the Assistant Principals.

### **Expectations of Parents**

Templeton Primary School recognises that some parents may have unreasonable expectations of staff to respond out of work hours and very quickly. Staff are encouraged to establish boundaries with their eduMail by including the following or similar in their email signature:

*I respond to emails between the hours of 8am-9am and 4.30pm-5.30pm. This allows me to focus directly on supporting students during school hours. If it is an emergency, please contact the school on 9801 7450.*

Messages on the XUNO App should be sent by parents between the hours of 8am - 5:30pm. Staff will typically respond within 24 hours of message receipt between the hours of 8am-9am and 4.30pm-5.30pm.

If a parent demonstrates a continued disregard for the expectations of communication at Templeton Primary School, they should be referred to the Principal or Assistant Principals.

### **This policy should be read in conjunction with**

Community Conduct Policy  
Complaints Policy  
Edumail Policy  
Privacy Policy  
Social Media Policy  
Wellbeing and Engagement Policy

### **Evaluation**

This policy will be reviewed in accordance with the school's three-year review cycle.

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**Last ratified by School Council in February 2019**

# Templeton Communication



**XUNO**



**Blogs**



**Templeton  
Times**



**Instagram**



**Google Classroom**

**For**

Parents

P-6 Students

Parents

Parents

3-6 Students

**Content**

Whole School News  
Payments & Permission  
Reports  
Parent Messaging

Year Level News  
Remote Learning  
Homework

Whole School News

Social Media

Remote Learning  
Homework  
Student Email

**How**

Contact Mr Crilly for an invite  
and all technical support

School Website under  
Communication

School Website under  
Communication

#templetonprimary

Contact your class teacher for  
login details

**Platform**

Desktop  
XUNO Family App

Desktop  
Mobile Browser

Desktop  
Mobile Browser

Instagram app

3-6 Students are provided a free  
DET Google Account. Accessible  
via Desktop or Mobile