

EBPS Parent Communication Charter

At Eglinton Beach Primary School, we believe that education is a partnership between our team of professional educators and a child's most important teachers – their parents. When parents and school staff share information, model respect and give consistent messages, children are inspired to excel, grow and achieve their full potential.

This charter outlines the standards that Eglinton Beach Primary School expects from all staff when communicating with parents and carers. It also outlines the most appropriate and effective methods for parents to communicate with the school.

Respectful, open and timely communication is at the heart of the parent/carer – school relationship. The protocols in this charter will ensure that all community members work together in a positive and respectful manner to ensure the growth and learning of all students.

The Department of Education's policy, procedures and resources inform our Parent Communication Charter. Our charter has been written in line with a range of essential documents, including:

- Department of Education's Connect and Respect documents
- Commissioner's Instruction 40: Ethical Foundations

In addition to incorporating and meeting Department of Education requirements, this charter has been created in consultation with staff and the school community. This document is available to staff, families, and community members for viewing, and will be reviewed annually by the leadership team and school board.

Principles

As a member of the Eglinton Beach Primary School community we agree to:

- Demonstrate mutual respect of the role of a teacher and parent in meeting the needs of each individual child.
- Adopt a proactive approach to communication and building a sense of community.
- Interact courteously and appropriately.
- Be open to new learning and value positive contributions.
- Being culturally appropriate by building bridges across cultural and language divides, including actively seeking connections to families.
- Approach problems calmly with a solution-focused mindset.
- Maintain confidentiality.
- Demonstrate positive support and advocacy for Eglinton Beach Primary School.

What parents and carers can expect

- Regular communication from the school (e.g. electronic newsletters);
- Scheduled opportunities to meet with the classroom teacher (e.g. Term One classroom meetings; three-way student conferences);
- Other opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class (e.g. excursions, student teachers etc);
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged within two working days and responded to within an appropriate timeframe.

Many of the teachers at Eglinton Beach Primary School will exceed these expectations, for example by maintaining a class blog. However, these are the minimum expectations for all staff members.

Last minute information for the teacher

- Speak to the teacher between 8:20 am and 8:35 am (for messages less than two minutes);
- Send a note; or
- Call or email the office and leave a message for the teacher. This is especially vital if it is important they receive the information immediately but you were unable to speak to them at the classroom door.

What parents cannot expect

- School staff returning calls after work hours;
- Emails to be answered in the evenings or weekends; or access to teachers' private phone numbers or emails.
- Emails to be checked or responded to immediately.

When should you contact your child's teacher?

- Changes in family circumstances;
- Medical issues that change or arise;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected, or your child is unable to do most of the homework independently; or
- If your child has head lice or a contagious disease.

What information should be communicated to the school office?

- Absence due to sickness; Planned absences (e.g. medical appointments). Please note that there is an approval process for holidays planned during term time;
- Any issues related to custody or access; and
- Changes in address or contact details.

Communication that interferes with teaching and learning

- Visiting the classroom during the teacher's preparation time before school (prior to doors opening at 8:25am) or during the school day without an appointment;
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students; and
- Talking to other parents rather than discussing issues directly with the classroom teacher or the appropriate staff member, this includes, directing other children who need support to a staff member
- Remember that you are the model of how you want your child to communicate.

When is a face-to-face meeting appropriate?

Electronic communication, such as 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 I contact the Principal or Associate 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, members of the school Leadership Team (Principal and Associate Principals) must be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time, and the leadership team will make the final decision regarding the appropriate people to be involved.

If your child is having issues with another student, please direct your concerns to a staff member rather than the child or family directly.

Social media

- Respectful Interaction: Engage respectfully in all social media interactions. Avoid posting comments that are harmful, disrespectful, or inflammatory about students, staff, or the school.
- Privacy Protection: Do not share personal information or images of students, staff, or other families without explicit consent. Respect the privacy of individuals.
- Accurate Information: Verify information before sharing or commenting. Ensure that any shared content is accurate and relevant to avoid spreading misinformation.

- Use of school name: Do not use the school's name, logo, or branding in private or personal social media groups. Only use official channels for communications involving the school's identity.
- Conflict Resolution: Address concerns or grievances directly with the school through formal channels rather than airing them on social media. Follow the appropriate procedures for conflict resolution.
- Digital Citizenship: Model and encourage good digital citizenship practices, including respectful communication, ethical behaviour, and responsible use of technology.

To increase mutual respect, please remember

- Teachers will make mistakes; they're human, too.
- Teachers have their own families and lives; respect their privacy.
- We're all on the same team - your child's support team!
- Take chats off site after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children during drop-off and pick-up times.
- Recognise that we won't always agree, but we promise to listen.
- Speak positively in front of your child.