



School Communication Guide

The Exmouth District High School Communication Guide is formed using the Department of Education Communication protocols.

Exmouth DHS promotes open communication between staff, parents, and our wider school community allowing opportunities to share the good news, discuss issues, and maintain an ongoing dialogue. The following communication guide provides an overview of our communication protocols.

Communication Guidelines

At Exmouth District High School, we believe that parents form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an important role in the education of your child.

Parents should be comfortable contacting all staff members and should feel that they are being listened to and that their concerns are being addressed in a timely and professional manner. At Exmouth District High School, we are committed to responding promptly and helpfully to your inquiries, concerns, suggestions, and compliments.

Our school uses various forms of electronic communication to parents. Please take the time to familiarise yourself with the forms of communication and their uses. These guidelines outline the methods of communication that Exmouth District High School expects all staff to use when communicating with parents. It also outlines the appropriate and effective methods available for parents to communicate with the school.

Communicating Well

There is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful. Verbal and/or physical aggression or threats, offensive language, and derogatory comments, whether face to face, over the phone, via email, or on social media is unacceptable and will not be tolerated. School staff are not expected to respond to communication that is unacceptable, and these will be directed to the principal or regional office.

What Parents can expect

- Regular communication from the school via; Connect, SMS, Compass, and Facebook.
- A scheduled opportunity to meet with the classroom teacher during the Term One & Three Parent/Teacher Interviews.
- Other opportunities to meet with the teacher by appointment.
- Invitations to attend school events including whole school assemblies, morning teas, carnivals, and performance evenings.
- Invitations to attend year-based parent information sessions.
- 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 and responded to as soon as possible and within five working days.

Many of the teachers at Exmouth District High School will exceed these expectations. However, these are the minimum expectations for all staff members.

What Parents cannot expect

- School staff returning calls outside of business hours.
- Emails to be answered in the evenings or on weekends.
- Access to teachers' private phone numbers or emails.
- School staff discussing your child outside of school in the community.
- Daily or weekly updates regarding their child's ongoing progress at school.
- Staff to listen to or respond to disrespectful or aggressive communication from parents. *

*This does not comply with the Department of Education Code of Conduct Policy.

Where do you start?

Before contacting your school with an enquiry or concern you may want to:

- write down your enquiry/concern
- make a list of all relevant information specific to your enquiry/concern
- take a support person with you if you feel nervous about talking about your enquiry/concern.

The next step is to make an appointment with the most appropriate person at your school.

When should you contact your child's teacher?

- When you have child-related good news to share
- If you have concerns with 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
- Safety issues or changes in behaviours at home
- Positive feedback to the teacher

What must be communicated to the school office?

- Changes in family circumstances.
- Medical issues that change or arise.
- If your child has a communicable disease (head lice, chicken pox, etc.).
- When your child is home sick or any planned absences.
- Any issues relating to custody or access.
- Change of address or contact details.

Communication that interferes with teaching & learning

- Visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Speaking to the teacher disrespectfully or angrily, especially in front of your child, or in front of other students and parents.
- Talking to other parents rather than discussing issues directly with staff members. Remember parents are the models 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 any issues can be given the time and attention that they deserve.

Who should I contact?

For most discussions, the classroom teacher will be the parent's first point of contact. However, where conversations involve attendance issues, conflict, other families, or dissatisfaction with any aspect of the school, members of the school leadership team (Team Leaders, Student Support Team, Deputy Principals, or the Principal) may become involved.

To Increase mutual respect

- Negative or aggressive communication does not lead to a positive working relationship with your child's teacher and/or school, remember
- Teachers will make mistakes; they're human too.
- Teachers have their own families and lives; please respect their privacy.
- We're all on the same team – your child's support team!
- Take your parent chats off-site after drop off so teachers and students can begin learning.
- Respect the school and teachers when using chat groups online.
- Use age-appropriate and respectful language around drop off and pick up times.
- Recognise that we won't always agree, although we promise to listen.
- Speak positively in front of your child and other children.

Who should I contact if I have a problem or concern?

- If you have concerns about a **classroom teacher**, it is best to speak to or communicate with that teacher (via email) in the first instance. If you do not feel that your concerns have been resolved, you should then approach the Team Leader for assistance.
- If you have concerns about a **Non-Teaching Staff** you should contact the Manager Communication Corporate Services for assistance.
- If you have concerns about a **Team Leader, Student Support Leader or Deputy Principal** it is best to speak to or communicate with them (via email) in the first instance. If you do not feel that your concerns have been resolved you should then email for assistance from the Principal
- If you have concerns about the **Principal**, it is best to speak to or communicate with the Principal (via email) in the first instance. If you do not feel that your concerns have been resolved you should then contact the Coordinator Regional Operations at the Mid-West Metropolitan Education Region for advice or assistance.

Please view the contact listing to assist in your communication. This is correct at time of publication.

Details on Forms of Communication used by Exmouth District High School

Website

Exmouth District High School has a website that is kept current with information www.exmouthdhs.wa.edu.au

CONNECT

Connect is a learning, support and communications platform developed by the Department of Education WA for staff, students, and parents in public schools.

Exmouth DHS uses CONNECT extensively to communicate to parents. Please see the school office for information how to access CONNECT.

Check out the short video clip on Connect at <https://vimeo.com/connectwa/welcome>

Compass

Compass allows our school to record and track students' attendance and well-being in real-time as well as a transition to an environmentally paperless system. Teachers will communicate with parents about any well-being or behaviour matters using the compass portal. This notification will be sent as an email.

SMS

The school SMS system is used to communicate all matters of attendance and in emergency situations where immediate communication is required

Facebook

The school's Facebook page is used to celebrate student learning and exciting things happening in our school. The school regularly posts (3-5 times per week) celebrations and exciting things happening in our school for parents to see and share with family members across the globe.

Parent Teacher Online (Compass- Booked)

Parent Teacher Interviews are conducted twice a year and booked through the Compass-Booked booking system available from our Home page on the EDHS website.

Calendar:

The school calendar can be listed on our school website and has all the upcoming events occurring in our school each term