Communications Policy
2026

RATIONALE

Effective communication is essential to a positive and successful school community. At Kinross Primary School, we recognise that strong partnerships between families, students, and staff support student learning, wellbeing, and success.

This policy includes a **'Parent/Carer Communication Flowchart'** and should be read alongside the Department of Education's **'Connect and Respect'** documents, which outline the expectations and preferred methods of communication between families and school staff. Together, these documents help maintain respectful, professional and effective communication practices throughout the school community, strengthen partnerships and contribute to a supportive learning environment for all.

GUIDING PRINCIPLES

- Your child's classroom teacher is usually your first point of contact. Please refer to the KPS Parent/Carer Communication Flowchart for steps to follow if you feel that your concerns have not been resolved following communications with the classroom teacher.
- Staff will aim to reply to messages or emails within 2 business days (longer if the staff member works on a part-time basis).
- Staff are not expected to reply to emails or make appointments outside of school operating hours (including evenings and weekends).
- Conversations at the classroom door are for quick exchanges of information only. If more than 2 minutes is required, please book an appointment with the teacher.
- Email is not an appropriate medium for resolving complex or emotionally sensitive matters. Parents are encouraged to request a face-to-face meeting so that concerns can be discussed thoroughly and given the time, attention, and consideration they require.
- Communication with teachers can not interrupt learning time. Please be aware that teachers do not check emails regularly throughout the school day. If you feel that your matter is urgent, please call our front office staff to leave a message.
- School staff will communicate with parents when a serious issue arises or when repeated minor concerns become ongoing and warrant parent involvement. Parents should not expect to be contacted about every minor matter, as many day-to-day issues are resolved effectively by staff as part of normal school operations.

RESPECTFUL RELATIONSHIPS

We are dedicated to maintaining respectful, professional, and constructive communication with families. We ask that all interactions with staff are approached with the same courtesy and consideration. We understand that both families and staff manage a range of commitments, and we value positive partnerships built on mutual respect and a shared focus on student success and wellbeing.

To protect the privacy of our staff, personal contact information is not provided to families. We ask that all enquiries, concerns, and requests are directed through established school communication channels. Unplanned classroom visits, interruptions to teaching time, and contact through personal or social media accounts are not appropriate methods of communication. We value interactions that are courteous, constructive, and focused on achieving positive outcomes for students. Where communication is deemed unreasonable, disrespectful, or poses a risk to the wellbeing of staff or students, the school may implement appropriate measures in accordance with Department of Education policies and procedures.

COMPASS COMMUNICATIONS

Kinross Primary School communicates with families primarily through the Compass platform. Information relating to classrooms, year groups, and whole-school events is distributed via Compass. To ensure you receive all communications, please keep your contact information current with the school. Once your child has commenced attendance, you will receive Compass login details to access the platform.

Parents can also use Compass to email staff members and report and explain student absences.

EXTERNAL AGENCIES

Kinross Primary School recognises that some students and families access support from external professionals, including psychologists, speech pathologists, occupational therapists, and other allied health practitioners. To ensure effective use of teaching and learning time, communication between external professionals and classroom teachers should occur primarily via email. Written communication enables teachers to consider and respond to information at an appropriate time while minimising disruption to student learning. External professionals should not expect to meet with or speak to classroom teachers during the school day without prior arrangements. Any requests for meetings, observations, or discussions must be scheduled in advance. This helps ensure that all communications are coordinated appropriately and that teachers can remain focused on their primary responsibility of teaching and supporting all students within their care.

Requests from external agencies for teacher reports, questionnaires, assessments, or other documentation require sufficient time for completion. Families should allow a minimum of two weeks from the date the request is received by the school, for completion and return of these documents. Teachers are unable to complete these requests immediately, as they must be undertaken alongside teaching, student support, and other professional responsibilities. Providing adequate notice will assist staff in responding within the required timeframe.

KINROSS PRIMARY SCHOOL

Parent/Carer Communication Flowchart

Concern/issue regarding your child

First Point of Contact:

- Contact the teacher via email or by leaving a message at the office (outline your key concerns).
- Teacher aim to respond to parent contact within two business days (longer if the staff member is part-time).

Second Point of Contact (if necessary):

- A meeting time is arranged with the teacher and other staff, where appropriate.
- Reason for the meeting must be shared at time of booking to allow parties to prepare.
- Post-meeting: Parties to implement action, where required.

Examples of when to contact your child's teacher:

- Academic progress
- Participation
- Behaviour
- Development and wellbeing
- Attendance
- Social concerns or issues occurring in class or during break/play times.
- Change in circumstances which may impact your child.

Handover information:
Quick information can be passed onto the teacher via note, email or leaving a message with front office staff.
Conversations with the teacher at the classroom door should be brief (under 2 minutes) and must be before 8:40am or at the end of the day. Longer conversations require an appointment.
Emails may not be read before school. If your message is urgent please contact front office staff.

Yes — Concern resolved?

No

Contact the school to make an appointment with a member of the leadership team. Appointments will be directed to the Associate Principal (for the relevant year level) before the Principal.

Yes — Concern resolved?

No

Contact the school to make an appointment the Principal.

Yes — Concern resolved?

No

Contact North Metro Education Regional Office via details on the link below:
https://www.education.wa.edu.au/complaints

Follow flow chart if issue arises again or if you have a new concern.

Examples of when to contact the school office:

- Absences (via Compass)
- Changes in address or contact details
- To leave a message for a teacher (messages will not be relayed during lesson time unless deemed urgent by staff)
- To book an appointment with a member of the leadership team.
- Changes in custody (written evidence is required)
- Planned holidays in school term (email the Principal)
- If your child has an infectious disease
- Make payments
- If you have general questions about the school and our events.

Examples of when to contact a member of the leadership team:

- Concerns that have not been resolved through first and second points of contact.
- School policy or protocols.

Please note:
In most cases, we recommend speaking with your child's teacher or relevant staff member first before requesting a meeting with a member of the leadership team.

Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Shaping the future

Connect and Respect Expectations

Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

What parents and carers can expect from our schools

Strong partnerships between families and schools help children thrive. Our staff are committed to open, respectful communication and will work with you to support your child's learning and wellbeing – even in challenging situations.

You can expect:

- **Regular updates** through approved school communication channels
- **Celebrations of success**, recognising your child's efforts and milestones
- **Timely alerts** about serious or ongoing concerns affecting your child
- **Scheduled meetings** with classroom teachers to discuss progress and goals
- **Additional meetings** available by appointment when needed
- **Invitations to school events** and opportunities to be involved
- **A chance to provide feedback**, shared respectfully and constructively

We believe that even the toughest issues can be resolved through collaboration, care and open dialogue.

Creating a positive school culture is a shared responsibility. When we all contribute productively and respectfully, we help students thrive.

What parents and carers should not expect from our schools

Our staff are dedicated professionals, and we value their personal time. A healthy work-life balance helps them be their best self. For this reason, families should not expect:

- Calls or emails to be returned outside school hours
- Responses to messages during evenings or weekends
- Access to teachers' personal contact details
- Unscheduled meetings
- Entry to school grounds if aggressive or harassing behaviour has occurred

Communication that interferes with teaching and learning

To maintain a safe and focused learning environment, we ask that all communication supports – not hinders – our staff and students. Disruptive behaviours include:

- Speaking to staff in a disrespectful or aggressive manner, especially in front of students
- Arriving without an appointment and expecting to meet
- Entering classrooms during teachers' preparation time
- Using social media to criticise or target staff or the school
- Spreading malicious or judgemental gossip

When to contact your child's school

Please reach out if:

- You're concerned about your child's academic or social progress
- There are changes to medical conditions or diagnoses
- Family circumstances shift in ways that may affect your child
- Safety concerns or behavioural changes arise at home
- Social issues could impact student wellbeing at school
- You need to make or reschedule an appointment

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Shaping the future

Connect and Respect

Every student, staff member, parent or carer has the right to feel safe and be safe in our schools.

We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

What we can all expect:



mutual respect



model positive behaviour



open communication



respect for each other's time

We will not tolerate:



offensive, insulting or aggressive language



malicious or judgemental gossip



using social media disrespectfully



any form of violence or threats

Appropriate action will be taken to ensure all staff are safe if the need arises.