



## **Tanunda Primary School & Disability Unit**

### **Communication Policy**

#### **Rationale**

Tanunda Primary School & Disability Unit School staff aim to strengthen the goodwill and positive partnership between parents and the school, to enhance the wellbeing and learning opportunities for our students.

This policy aims to establish clear expectations for both staff and parents in the use of electronic communication tools, and maintain a safe workplace for staff and supports them to effectively balance their work and home life. Staff will use emails and/or Class Dojo as their primary electronic communication tools.

#### **Implementation**

Teachers at Tanunda Primary School & Disability Unit are committed to maintaining effective, respectful and constructive communication with parents and carers. Email or Class Dojo, can be a great way of getting in touch with your child's class teacher. To help us improve the school-home partnership we ask that you consider the following points:

Tanunda Primary School & Disability Unit School staff prioritise time spent teaching and building a positive learning environment, and they will often not get the chance to check messages or emails during the school day. If you have an urgent message for your child's teacher, e.g. after school arrangements such as OSHC, please phone our front office staff, who will pass on the message.

Teachers are not expected to check or respond to emails and messages outside of working hours (8.30am – 5.00pm) and not at night or on the weekends. For urgent matters, please phone the front office as this will ensure your message is received. For non-urgent matters, teachers will respond to your email or message when practicable.

If you would like to raise a sensitive or complex issue with your child's teacher, you are welcome to send a brief email or message outlining your concerns. Teachers will make a time to talk about the matter in person or over the phone so that the issue can be given the depth of discussion it deserves.

Please remember to phone or email the front office, on 85632318 or at dl.0427\_info@schools.sa.edu.au, to notify us if your child is absent or will be late, including if there are any changes to your child's pick up routine, in which case a phone call is preferred.

#### **Face to face meetings**

Class teachers are the first point of contact for parents and students in relation to a student's academic progress and wellbeing. Should parents have any questions, concerns or information to share about their child throughout the year, we encourage them to arrange a meeting with their class teacher at a mutually agreeable time.

Please be aware that it is not always possible or appropriate to discuss issues in-depth immediately before or after school without arranging a meeting time as teachers have both a duty of care for the class and often other school commitments to perform.

Your child's teacher or school staff may also contact you to arrange a face-to-face meeting to discuss a particular issue regarding your child.

Members of the Leadership team are more than happy to arrange a time to talk to you, or should a concern not be addressed after first talking to the class teacher.

#### **Phone calls**

All phone calls to school staff need to be made via our school phone number, 8563 2318, which is generally open between the hours of 8.00am- 4.00pm. Our school administration staff will take a message and alert the class teacher as soon as practical.

If the matter is urgent, please alert our administration staff accordingly. Urgent matters include any urgent health issues, police issues or serious issues affecting student wellbeing.





# Tanunda Primary School & Disability Unit

T O G E T H E R   W E   A C H I E V E

25 Research Road (PO Box 296)  
Tanunda SA 5352

**P:** 08 8563 2318 **F:** 08 8563 2187

**E:** dl.0427\_info@schools.sa.edu.au

**W:** [tanundaps.sa.edu.au](https://tanundaps.sa.edu.au)

## Emails & Electronic Messages

Emails & Dojo messages are a helpful way to communicate with your child's school. For non-urgent matters, school staff will respond to your email or message within 24 hours during school term time. While we understand that parents may need to send messages outside of working hours, school staff are not required to reply to emails at night or on weekends. For health & well-being reasons, they ordinarily will not be checking emails during those hours. This also applies to Dojo messages.

We would encourage parents to phone the school directly regarding urgent matters, as there may be a delay in receiving emails or electronic messages.

## Social Media

School staff are not able to connect with students or parents via social media for child protection reasons. Please do not attempt to contact school staff via social media.

## Written notes

Parents should feel free to send their child to school with a note for the office or their teacher. Some class teachers will use diaries or communication/message books for this reason. At times, there may be specific communication strategies documented within students' One Plans, which will be negotiated on an individual needs basis, for example; notification of unsettled behaviour from home to school and school to home, to help with strategies for regulating behaviours.

## Whole School Communication

We are pleased to be able to offer our school community regular information and updates through our fortnightly newsletter, which is sent out via email and Class Dojo. Additional information is also available via:  
Tanunda Primary School & Disability Unit School website <https://www.tanundaps.sa.edu.au/>

**Principal:** Ken Randall

**Chairperson Governing Council:** Kerrie Fox

**Date:** August 2022

**Review Date:** August 2024

