



# Communication Policy

Last Updated: 15 August 2025

## Rationale

Effective communication supports the overall efficiency of the school, improves the learning opportunities for students and assists in developing strong relationships between the school, the student and the home. Mitcham Primary School is committed to open and regular communication to engage and inform our community as partners in the education process.

## Expectations for Staff

We will:

- contact you as soon as possible if we have any concerns about your child's learning, behaviour, wellbeing, or attendance and will seek your involvement in addressing them.
- regularly report on your child's progress through parent/teacher interviews in Term 1 (Term 3 for mid-year Receptions) and written reports (Term 2 and Term 4)
- respond promptly if you have raised any concerns about your child. Under normal circumstances, you can expect a return email or phone call within 2 working days. With wellbeing in mind, staff are encouraged to respond to work-related communication at a reasonable time. There is no expectation to respond after 4.30pm or on weekends.
- regularly provide class updates on SeeSaw. Classroom teachers will post at least once a week about an aspect of classroom learning and may also highlight upcoming events and excursions, and give information about the week ahead. At times, students can post about learning tasks, with teacher permission. Specialist teachers will post on SeeSaw at least once a term, per year level, about an aspect of learning from the specialist class.
- communicate dates and information about key school events, policies and procedures via the school website, SeeSaw and newsletter.
- facilitate and advertise opportunities to support parent engagement in our school through Governing Council, committees and Class Parent Representative roles.

## Expectations for Parents

We expect that you will:

- communicate respectfully and calmly with staff, other parents and students, at all times.
- contact the school front office by phone 82712227 or text 0476 857 310 before 8.45am if your child will be absent from school.
- call the school office if urgent communication is required throughout the day, so a message can be directed to the appropriate staff member. Teachers may not have an opportunity to check SeeSaw messages or email during school hours due to teaching commitments, meetings and yard duty.
- remember that drop off and pick up times provide only very brief and non-confidential opportunities for information sharing. Teachers are extremely busy at these times, managing several communication exchanges, duty of care responsibilities and urgent preparation for learning activities and teacher meetings.
- contact your child's teacher via email if you wish to share important information or make a meeting time for a longer discussion related to your child's academic progress or wellbeing. Email should be used to alert teachers about concerns or sensitive matters rather than SeeSaw messages.
- be reasonable and respectful in all your interactions with staff, keep an open mind and be aware that there may be different views and perspectives of the situation. Sometimes an issue cannot be immediately resolved as further information needs to be obtained first. Discussions should be constructive, with a focus on understanding the problem and finding a solution.
- provide up-to-date contact information including email address, phone and postal address. When personal details have changed, please contact Front Office staff.

## Communication Channels

## Newsletters

Whole school newsletters are published every three weeks, in Week 3, 6 and 9 of each term. They are emailed to families and available via the school's website. The newsletter is the school's main form of general communication, containing information about school news and events. Families will be notified by a whole school SeeSaw message when the newsletter is published.

## Website

The MPS website provides a wealth of information about the school's priorities and directions. It contains school policies and identifies what our school offers for students. <https://www.facebook.com/mitchamprimary>

## Curriculum Overviews

Teachers develop a 1-2 page broad outline of planned learning in each subject area, which is shared with parents by the end of week 3 each term.

## Acquaintance Evening

This is held early in term one each year and is an opportunity for parents and carers to meet their child's new teacher. Teachers give an oral presentation which is supported by a written handout that outlines their classroom expectations, routines and plans for the coming school year.

## Interviews/Meetings

Parent/Teacher interviews are generally held in Week 9 of Term 1. Additional meetings may be held to develop and update One Plans and Individual Education Plans and at the request of teachers or parents as needed.

*We look forward to further strengthening our partnership with the school community through effective communication about our school and classroom programs.,/i>*



*Responsibility - Resilience - Respect*



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