



*Education through Community*

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## COMMUNICATION PROCESSES

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## PROCESSES

Spearwood Alternative School (SAS) values clear communication between students, parents, staff and community members and strives to support positive interactions through various communication channels.

Two-way communication is critical for the sustainability of relationships and requires responsibility by all participants in the process.

### School Communication

SAS engages in various communication channels across the school.

#### **CONNECT**

**CONNECT** is an online tool developed by the Department of Education for staff and students to share their learning with parents as well as happenings at school.

#### **Newsletter**

A regular newsletter is published several times throughout the year to provide comprehensive updates of happenings at the school. It is uploaded to **CONNECT**.

#### **Community Conversations**

An annual information workshop is hosted by the school for parents to explore relevant topics.

#### **Whole School Meetings**

Weekly meetings are conducted by SAS students each Friday morning during term time. Families are welcome and encouraged to join.

#### **Email**

Email correspondence is used to communicate important information to parents. It may also be used to correspond with individual or small groups of parents.

#### **Reminder Notes**

Occasionally paper notes are sent home with children to remind families of key events. Reminders are also posted on **CONNECT**.

#### **School Information Booklet**

This booklet outlines information about Spearwood Alternative School and is provided to families on commencement at SAS.

#### **Social Media**

There is a SAS Community Facebook group administrated by the school where general community information is shared. Please note, official school information is shared through **CONNECT** and not Facebook.

#### **P&C Communications**

The SAS P&C host general meetings for all families to attend every term. The P&C has a public Facebook page to promote P&C events. Additional information is communicated via **CONNECT** and email.

#### **Website**

The school website provides an overview of the school - [www.spearwoodalternative.wa.edu.au](http://www.spearwoodalternative.wa.edu.au)

## Class Communication

### Information Meetings

Class meetings are held early in Term 1 each year to provide families with general information about the class routines.

### Parent/Teacher/Child Conferences

Parent/Teacher (Kindy to Year 1) and Parent/Teacher/Child Conferences (Years 2 to 6) are held mid-year in each class.

### Formal Reports

Written reports on your child's academic and social progress are distributed twice each year, at the end of Term 2 and Term 4.

### Teacher Meetings

Other meetings with your child's teacher/s may be arranged as necessary, by the teacher, to discuss individual learning needs.

### Special Events

Individual classes may host an event to celebrate a special occasion during the year.

## Parent Communication

The following list outlines a range of ways that parents can contact the school.

### Absence Notification

The school must be contacted if your child does not attend school. Parents may choose to advise the school via email or through **CONNECT**.

### Email

The general school email address is [spearwood.aps@education.wa.edu.au](mailto:spearwood.aps@education.wa.edu.au)

If you are using email to advise of a child's absence, please put your child's full name and date of absence in the subject heading. For example, Jane Smith 10 06 2020.

Email contact details for individual school staff are listed on the website.

### Telephone

The school phone number is 9414 2000.

The school office is open from 8.00am to 3.30pm for telephone enquiries.

### School Survey

The school distributes the National Schools Opinion Survey biannually to all families and appreciates the feedback provided. Other surveys are constructed when a need is identified.

Individual queries regarding your child's class and/or learning should be directed to the following staff:

1. Relevant Teacher/s
2. Principal

## Communicating a Concern

### Communicating a Concern with the Relevant Teacher

If parents have a concern with their child and/or their child's education, the first step is to speak directly with the relevant teacher.

1. Individual meetings are to be held at mutually convenient times. If a specific issue is to be discussed, lead-time needs to be provided so that there is an opportunity for both the teacher and the parent/s to give prior thought to the matter.
2. Parents may request a meeting with the teacher either in person, via email or phone call.
3. At no time will aggressive or disrespectful language be acceptable in any communication between a parent and teaching staff. A meeting may be terminated and re-scheduled for another time if required.
4. Parents are to communicate clearly about the nature of the matter and its urgency. This may often be best clarified in writing prior to any meeting between the teacher and parent/s. This enables the teacher to be fully prepared for the meeting.
5. Notes will be made of the purpose of the meeting and any agreed actions.
6. Confidentiality is essential for children, families and all staff members in all areas of school communications. All staff and community members are responsible to uphold discretion regarding confidentiality.

Should a concern be unresolved after meeting with the relevant teacher/s, parents are encouraged to seek a meeting with the school principal and follow the steps outlined above.

***Please be aware of the SAS Dispute & Complaint Policy should you require further assistance.***