



Communication Policy

At Redwood Park School P-6, we are dedicated to open, honest, and timely communication with families. Our goal is to ensure that communication is respectful and constructive, fostering positive partnerships between families and the school. By working together, we aim to enhance the wellbeing and learning experiences of our students.

Purpose

The purpose of this policy is to provide clear instruction for respectful communication between parents/carers and staff at Redwood Park School P-6.

Responsibilities of the School

The school will use Seesaw as the primary method of communication for whole of school, including classrooms. The school newsletter will be published in Weeks 1, 5 and 9 of the school term, accompanied by an up-to-date [School Events Calendar](#) via our school website (with hard copies available at the front office upon request).

The school will use the Seesaw app for any notifications between newsletter publications and, in particular, for any emergency communications. The Seesaw app will also be used as a reminder system for some events detailed in the newsletter. Instructions on downloading and using the Seesaw app will be made available at the beginning of each year and, upon enrolment throughout the year, by the class teacher.

The school will hold an email distribution list, telephone directory and postal addresses of parents, which will be used as a tertiary form of communication.

The school will hold an Acquaintance Night at the beginning of Term 1 and a Parent Interview Week in the latter part of Term 1 each year. A second interview is available upon request in late Term 3 following report distribution in Term 2.

Classroom Communication

We expect our Teachers will:

- Provide parents with information about the Seesaw app and email communication at the beginning of each year through the class newsletter
- Communicate learning that is happening within the classroom environment each even week of the term throughout the year
- Provide Leaders/Specialist Teachers with access to their Seesaw app
- Raise concerns relating to student behaviour/well-being via Seesaw and, for matters of more concern, phone calls to parents
- Respond to messages in a timely manner – messages sent after school hours will be responded to within their next working day.

Responsibilities for Parents/Caregivers

We expect our parents/carers will:

- Provide up-to-date contact details, such as email address, phone and postal address
- Download and use the Seesaw app
- Read notifications and respond as required to Seesaw and newsletter communication

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- Be mindful of other parents' needs, as well as teacher workload, and understand that they may not receive a reply to messages sent out of school hours
- Develop close links with the school and attend as many events as possible
- Work in partnership with the school to develop the potential of their children through open communication
- Familiarise themselves with school policies and procedures which will be made available on the school website and at the front office upon request
- Understand that teachers may need time to follow up an issue brought to their attention and may need to follow up with other staff/leadership and there may be a small time delay in getting back to you
- Make pick up/OSHC arrangements and communicate this to their child in the morning so that all parties are clear about these
- Contact the Front Office directly to inform the school of any changes to pick up arrangements, or urgent messages that require communicating to their child – please do not rely on teachers to read messages sent throughout the day as they are *performing teaching duties*.
- Understand that Leadership and Teaching Staff will make themselves available at the earliest and most convenient time for both parties, this may mean that on-the-spot requests to meet may not always be accommodated and an alternative time will be offered by Front Office staff

Issues and policy breakdown

From time to time, parents/carers may need closer contact with their child's teacher.

Communication with teachers is to be encouraged and the classroom teacher should be the first point of contact for any concerns. If after one week a resolution is not forthcoming, the Front Office should be contacted so an appointment with appropriate staff can be made. In any case, the school will always make an appointment within three days of Front Office contact, or within 24 hours for urgent matters.

School Grievance Procedures

Schools are complex organisations. With so many members of staff, students and parents, occasionally inadequate communication leads to misunderstandings. Your concerns can usually be considered by making direct contact with the appropriate personnel as soon as possible. A copy of our [Complaints Policy](#) is available on our school website.