



## Communication at Christie Downs Primary School

Welcome to Christie Downs Primary School!

Our school is committed to working together positively with all members of our community. We know that productive partnerships with parents can greatly improve children's learning and wellbeing outcomes. This letter explains how staff and families communicate effectively and respectfully with each other at Christie Downs Primary School to best support your child's school experience.

### **What you can expect from us:**

We'll communicate with you in a timely, respectful, and professional manner.

Specifically, we will:

- Start of the year information will be emailed to Parents mid-January.
- Provide regular updates and important information including key events on our Facebook page, Newsletter, text and via email. Class teachers will also use See Saw app.
- Report on your child's progress by term 1 via Parent /Teacher interviews, Term 2 & 4, we will email home reports but also, we have portfolio student led sessions 2pm till 3pm on the Tuesday of last week of term 2 & 4.
- Publish school policies and procedures on our website. This information is also available by contacting the office.
- Provide information about opportunities for parent participation and how to get involved in school governance and parent committees. AGM is held in week 3 on the Tuesday in staff room.
- Contact you as soon as possible this may mean the next day depending on site needs about any concerns related to your child's learning, behaviour, wellbeing, or attendance, and seek your involvement in addressing those concerns.
- Aim to return any calls and emails within 2 business days, during term time. We can also organise a time to meet with you for a more detailed conversation in-person or over the phone.
- Treat concerns you raise with us seriously and confidentially.
- Welcome your feedback and suggestions and continually look for opportunities to improve our processes.
- Next year class placement information will be emailed to parents on the Tuesday/Wednesday of Week 9 Term 4.

## **What we expect from parents/caregivers:**

Communicate with all other members of our school community in a polite and respectful way.

Specifically, we ask that you:

- Contact us before 9am if your child will be arriving late or not attending school. Ring 83823266 or email DL1019@schools.sa.edu.au
- Notify us promptly of any changes in details such as your contact information, address, or your child's emergency contact people to ensure communications reach you.
- Take a few moments to read the communications we send you, and contact us if you have any questions.
- Speak to your child's class teacher in the first instance by See Saw if you need to share important information about your child or to discuss a question or concern.
- Call or email our office to ask for a time to speak with Leadership if you don't feel your concern has been resolved, or if there's a serious issue.
- Understand that staff may not always be available to talk right away, but they will get back to you as soon as they can within a timely manner wherever possible.
- Remain calm and respectful when raising concerns with staff, and keep an open mind that there may be different views and perspectives on a situation. Understand that to resolve your concern we may need some time to gather more information or put plans in place.
- Always raise any concerns about another child's or parent's behaviour with staff so we can follow up – please do not approach them directly.
- Model positive behaviour by using appropriate language and speaking respectfully with staff, other parents, and children at our school including over the phone, by email and on our apps and social media.
- Unless you have an official disability permit or a site provided permit, you must not park in the allocated bays in the back car park. You are able to use the kiss and drop but must remain in your car. Please be respectful to all students, staff and the school community in this space.

We look forward to working together with you to ensure a safe, positive, and caring environment for all children, staff, and community members at Christie Downs Primary School. If you have any questions or concerns about our community expectations, please contact me on to discuss.

Yours sincerely,



**Gail Evans**  
**Principal**  
**Christie Downs Primary School**