



Parent Communication Policy





Purpose

At Mount Helena Primary School, we are committed to fostering strong, respectful partnerships with our school community. We believe that effective communication between staff, families, and the broader community is essential to creating a supportive learning environment where students can thrive academically, socially, and emotionally.

This policy aims to strengthen student outcomes by encouraging active parent involvement in all aspects of their child’s education. Through consistent, transparent, and timely communication, we ensure that families are well-informed about student progress and are equipped with meaningful ways to support learning at home.

Mount Helena Primary school has the following platforms and methods to ensure communication with and from families is timely and responsive to whole-school and student requirements;

Communication Platform	Purpose of communication platform / Information available
School Website https://www.mounthele.naps.wa.edu.au/	Policies and procedures, the school Strategic Plan and Annual Report, latest information (as posted on Compass), Term planners, P&C information, Parent Newsletter and additional school promotional information.
Compass (Download from Apple or Google Play) 	<p>Whole school: This is where all of our whole-school reminders and updates are posted, including permission slips for incursions and excursion. Additionally, this will be how all emergency communication will be provided, should it be required.</p> <p>Teachers will post notices regarding all classroom information, including important events and classroom activities. At a minimum, classroom teachers will post each fortnight.</p> <p>Parents can use Compass to report student absences, and make direct email contact with parents, or the school.</p>
Facebook	Mount Helena Primary School: This is used primarily as a promotional platform sharing school events, and for whole-school reminders.
Email (mounthelena.PS@education.wa.edu.au)	<ul style="list-style-type: none"> • Parent newsletters will be produced via Sway with access through a digital link (sent via email, and published on the school website). • Administration emails regarding Positive Behaviour Support and Individual Student awards. • Parents to use emails for: <ul style="list-style-type: none"> ◦ Pick-up arrangements. ◦ Change in address or contact details/family circumstances. ◦ Issues related to custody issues ◦ Medical issues that change or arise. ◦ If your child has a communicable disease (head lice, chicken pox, etc.)
Hard Copy Notes/Leaflets	Relevant hard copy notes where additional information for external events/venues is required; Interm swimming, excursions, school photos, updated student record information, P&C information.
Flexischools 	Flexischools app will be required for all canteen orders, see MHPS website: https://www.mounthelenaps.wa.edu.au/page/242/Canteen



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Whole-school communication schedule

Term 1	Term 2	Term 3	Term 4
<p>As required:</p> <ul style="list-style-type: none"> • Compass messages and reminders regarding whole-school events/activities. • Facebook posts reminding and celebrating whole-school events/activities. • Emails celebrating student Positive Behaviour Support (PBS) achievements. • Emails regarding concerns including learning and wellbeing at school. 			
<p>Updates from classroom teachers informing parents about the academic program/focus for the term, and upcoming events, as required.</p> <p>Parent newsletters (weeks 3,6,9). Link sent via email, Compass and Facebook.</p> <p>Week 1: Parent Information booklet</p> <p>Week 1: Meet the teacher afternoon</p> <p>Week 8: Parent / Teacher meetings</p> <p>Yrs PP: On Entry results Kindy and Pre-primary learning folders</p>	<p>Updates from classroom teachers informing parents about the academic program/focus for the term, and upcoming events, as required.</p> <p>Parent newsletters (weeks 3,6,9). Link sent via email, Compass and Facebook.</p> <p>Week 11: Semester 1 reports, link sent via email</p> <p>Kindy and Pre-primary learning folders</p>	<p>Updates from classroom teachers informing parents about the academic program/focus for the term, and upcoming events, as required.</p> <p>Parent newsletters (weeks 3,6,9). Link sent via email, Compass and Facebook.</p> <p>Week 9: Parent / Teacher meetings</p> <p>Week 10: MHPS Learning Journey</p> <p>Year 3 and Year 5: NAPLAN results (hardcopy sent home to parents).</p> <p>Kindy and Pre-primary learning folders</p>	<p>Updates from classroom teachers informing parents about the academic program/focus for the term, and upcoming events, as required.</p> <p>Parent newsletters (weeks 3,6,9). Link sent via email, Compass and Facebook.</p> <p>Week 10: Semester 2 reports, link sent via email</p> <p>Kindy and Pre-primary learning folders</p>



Classroom Communication – Teacher expectations

Via Compass, Classroom teachers will;

- Provide information regarding important classroom and whole school events and reminders.
- Provide advice and activities to parents to support specific learning needs at home, including relevant intervention support strategies.
- Keep parents informed of any concerns regarding their child’s learning and wellbeing at school.
- Reply to parent communication in a timely manner (typically within three school days).

Via Compass, Specialist teachers will;

- Provide advice and activities to parents to support specific learning needs at home, including relevant intervention support strategies.
- Keep parents informed of any concerns regarding their child’s learning and wellbeing whilst in the specialist class.
- Inform parents of the term outline / focus for each year level.

Concerns and complaints

Mount Helena Primary School strives to create a culture where communication between school and home is comprehensive, regular and informative.

We recognise that parents and staff have the best interests of each student and we welcome contact from parents should an issue arise. We encourage parents to raise their concerns or complaints in a timely manner.



The school resolution hierarchy follows our school ‘Creating Connections: Developing respectful relationships’:

1. Contact the class teacher

- On-site, via Compass, email, or phone the school to discuss or arrange a time to meet in person
- Briefly outline the concerns you have

2. Book a meeting

- Discuss your concerns with the class teacher

3. Time

- Allow time for the concerns to be researched
- Allow time for strategies to be implemented
- Allow time for progress to be communicated

4. Contact Admin

- After allowing time, if you still have concerns;
 - re-contact the teacher, and/or
 - book a time to meet with the DP/Principal