



# Protocols of Communication

Mullaway Primary School is committed to a partnership with parents in the education of their children. Mullaway Primary School will meet its commitment to engaging in successful communication through providing open and transparent information about all our programs and procedures. These protocols outline the communication responsibilities for teachers, students and parents to share information relating to both the education of students and our school community.

## Principles of Communication

The objective of communication between parents and the school is always to arrive at an outcome which enhances the learning opportunities of our students. At Mullaway Primary School we expect and understand that everyone will, in any form of communication, always adhere to a respectful and dignified manner as per the School Community Charter which can be found on the NSW Department of Education Website.

## Communication Platforms

The following list of platforms are the 4 channels of communication used by the school to Parents and the School Community. School Bytes is our primary communication platform.

1. School Bytes Parent Portal/Parent App is our student administration and finance portal for parents, via a web browser or the School Bytes App. Its communication features include;
  - a. Online permissions and payments.
  - b. Online forms for school communication, including absence notifications.
  - c. Calendar events, school news, push notifications for news alerts.
2. Newsletters. Newsletters will be emailed to parents at 5:00pm every second Wednesday and all past newsletters are available on the school's Website and School Bytes.
3. School Website. The Mullaway Primary School Website is regularly updated with newsletters and general school information. It is maintained to ensure current information is available to our families.
4. Facebook. Facebook posts will be for sharing past events, occasional reminders and in the event of an emergency.

## Modes of Communication

1. Email. Mullaway Primary School's main mode of communication to parent contacts is email. Correspondence emailed includes event information and updates, academic reports, general reminders, messages from teachers and statement of accounts.
2. Permissions and Payments. When parental permission is required for student participation in events or excursions an email will be sent to parent contacts with a link to an online form and their payment portal. From there, parents are able to give consent and make relevant payments.

This can also be managed in their [School Bytes Parent App](#). If paper notes are required, this can be requested through the school office.

3. **Absences.** Student absences require explanation from parents within seven days as per the Department of Education's School attendance policy. Please follow one of the below processes to notify the school of the reason for all absences.
  - **Text Message Response.** A text message will be sent when an absence is recorded, at 9:45am on the day of the absence. Please reply to this text message with the reason for the absence. (Preferred method)
  - **Absence Form.** In the 'Forms' Section of your School Bytes Parent Portal, fill in the online Absence form and submit.
  - **Email or Phone.** You can email the school office at [mullaway-p.school@det.nsw.edu.au](mailto:mullaway-p.school@det.nsw.edu.au) or phone to explain the child's absence.
  - **Extended Leave.** For planned absences during the school term (family holidays and travel), an Extended Leave application will need to be completed. This can be found in the 'Forms' Section of your School Bytes Parent Portal.

*For more information on attendance please see our School's Attendance Procedure.*
4. **Text and Push Notifications.** Text messages are sent to parent contacts in case of emergencies, and urgent updates. Push Notifications are sent through the School Bytes App in case of emergencies, for urgent updates, or with news and calendar events.
5. **General Parent Communication to the School.** For general communication with Mullaway Primary School Staff;
  - Email – [mullaway-p.school@det.nsw.edu.au](mailto:mullaway-p.school@det.nsw.edu.au)
  - Phone – 6654 0377
  - School Bytes Parent Portal – 'Contact Us' Form

### **Parent and Carers Responsibilities in Communicating with the School**

When communicating with the school, parents are asked to follow the below guidelines to ensure that communication platforms are utilised efficiently, that there are prompt responses to concerns and queries, and parents are well informed, connected and supported. Parents are urged to;

- Download the [School Bytes Parent App](#) to receive relevant information for their child/children and access events information, permissions and payments, and the school newsletter.
- Read the fortnightly newsletter sent via email or found on School Bytes Portal or the School's Website.
- Regularly seek information from the established platforms of communication.
- Notify the school office if a hard copy of the newsletter, school reports or permission notes are required to be sent home.
- Support their child/children to establish routines around daily procedures for their communication between home and school.
- Sign in at the office when on site.
- Inform the school of the reason for the child's absence as outlined under the **Modes of Communication**.
- Update the school promptly with any changes to contact details, including emergency contacts, email and residential addresses. It is vital that any change to your child's **medical conditions**, or **medications** be communicated to the office immediately, via phone, email or 'contact form'.

### **Parents Concerns**

- Communicate with the classroom teacher in the first instance should a concern or query arise, by emailing the school, submitting a request for contact form via the School Bytes Parent Portal or phoning the school.
- Seek a mutually convenient time with the relevant teacher should a meeting be required.
- Advise the teacher if a further meeting on the matter is required.
- Seek assistance from an Executive if the matter is in need of further resolution.

### **Staff Responsibilities in Communicating with Parents**

In Communicating with Parents and Carers Staff will;

- Acknowledge any communication received and the requested staff member will respond to the parent/carer enquiries by phone or email within 3 school days.
- Contact parent/carers if they have concerns for a student's wellbeing.
- Distribute notices and information to parents within a reasonable time frame.
- When a concern arises;
  - teachers will seek advice from the appropriate supervisor and contact the parent/carers as appropriate.
  - if needed, a teacher will ask parents/carers to attend a meeting with the student and supervisor to seek clarification or resolution.
  - if the matter is in need of further discussion or resolution, the assistance of a member of the Executive will be sought.

### **Student Responsibilities in Communication**

- Speak with teachers if experiencing any problems at home, with their school work or wellbeing concerns that is out of their own control.
- Speak to a playground duty teacher if experiencing difficulties in the playground, with a peer or if they witness somebody having problems or notice damage in the playground.