



Communication at Christie Downs Primary School

Dear Parents/carers of **Christie Downs Primary School**

We value the positive relationship that exists between parents and our school community because we know that this goes hand in hand with student wellbeing and academic achievement.

The availability of digital platforms including **Seesaw***, **Facebook & EdSmart**** have made it easier than ever for us to provide information to you in a timely manner and allow you to seek clarity and provide information to us in return.

However, reliance on digital platforms as the main point of contact with the school has created a situation where our teachers appear more accessible at times of the day when they are teaching and planning for their classes, and during non-work time when they should be disconnected from work.

The purpose of this letter is to let you know that while staff will continue to respond to your messages as soon as practicable, the department, the governing council, and I as site leader, do not expect them to respond to non-urgent communication in their personal time.

What you can expect from us:

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

Specifically, we will:

- Contact you as soon as possible about any concerns related to your child's learning, behaviour, wellbeing or attendance and seek your involvement in addressing those concerns.
- Respond promptly if you have raised any concerns about your child. Under normal circumstances, after raising a concern you can expect a return phone call or email within **2-3 business days** to either discuss the issue or arrange a convenient time to do so.
- Regularly report on your child's progress by **Parent/Teacher interviews in Term 1, Student Reports Term 2 and 4.**
- Provide class updates through our parent portal/learner management system **Seesaw.**
- Display key information, policies and procedures on our school website, with school events and key information on Facebook, emailed via EdSmart and in our twice termly newsletter.
- Facilitate and advertise school governance and parent committee opportunities to support parent engagement in our school.

What we expect from parents/caregivers:

Communicate with all members of our school community including staff, other parents, and children, in a respectful and calm manner at all times.

Specifically, we expect you to:

- Phone the school **Front Office** before **9am** if your child is unwell and not going to be attending school.
- For urgent communication throughout the day please phone the Front Office and they will pass the message on to the relevant staff. This includes changes to pick up times, OSHC change etc.



- Remember that drop off and pick up times provide only very brief and non-confidential opportunities for information sharing. Teachers are extremely busy at these times, managing several communication exchanges, duty of care responsibilities and urgent preparation for learning activities and teacher meetings.
- Contact your child’s **class teacher** via **phone call to school Front Office, email or Seesaw** if you want to share important information, clarify information, or make an appointment time for a longer discussion.
- Raise any concerns with school staff to receive support and assistance in resolving the issue.
- Be respectful in all your interactions with staff, keep an open mind and be aware that there may be different views and perspectives of the situation. Sometimes an issue cannot be immediately resolved as further information needs to be obtained. Be patient and calm.
- Engage with all members of the Christie Downs Primary School community in a positive manner during all interactions, including on social media and through **Seesaw**.

We thank you for your understanding and support of our staff. Please contact me on **8382 3266** if you would like to discuss this matter further.

Sincerely,

Gail Evans, Principal

***Seesaw**

Seesaw is an app that is used by our teachers and students that is centred around the creation of personal student portfolios. It centres around the principle of Student Engagement. Seesaw is a great way for parents to keep in touch on what their child has learned, how they express their ideas in the classroom and, most importantly, how proud they are to show their work. Students are able to share what they know using photos, videos, drawings, text, PDFs, and links.

Seesaw is available for free from the App Store and Google Play. It is private and secure. Parents cannot access Seesaw without a code, which is provided by the classroom teacher in term 1.

****EdSmart**

EdSmart is an online tool used to share information and capture parent permissions and responses for a range of student activities. It’s quick and easy and it means less crumpled paper at the bottom of your child’s school bag.

When we have a consent form for you to complete, we will be trialling sending it to you via an EdSmart email. You simply click the link in the email and complete and sign the form digitally from your phone or computer. Where forms cannot be completed through EdSmart, including those where multiple signatures are required or where the payment options are more complex, we will use other methods including **paper forms**.

Using EdSmart: When you are required to complete an EdSmart form you will receive an email from “Christie Downs Primary School – EdSmart” There is a link within the email that provides access to the form, you are not required to login, you can complete and sign the form digitally through your phone or laptop and click submit.