Communicating with Parents

Our communication strategies help us inform and engage parents on matters related to the school. Current, clear, and consistent information helps staff, students, and parents feel connected and confident that they know how the school operates, and what is going on in the school.

We encourage parents to raise any questions or concerns with the school directly, so that any issues can be addressed and resolved for the whole school community.

Contact details

- Parent and caregiver contact information is updated by the school at the beginning of each year. Parents are responsible for letting the school know about any changes to their contact details, including details of parents who don't live with the child but who wish to receive school information and notices. See **The Rights of the Guardian and the School**.
- Parents can access school and staff contact information through the school office, website, and newsletter.

Everyday communication

- We use a range of methods to communicate general information with parents and our school community including the school website, email, text, apps and regular newsletters.
- If the school has concerns about a student's welfare or behaviour, we will contact parents.
- We protect the privacy of our students and their families in our communications as appropriate. See **Privacy**.
- Parents are asked to contact the school if their child will be absent or late that day. See **Student Attendance**.

Emergency communication

- In the event of an emergency, the school contacts parents and caregivers when it can, using the available communication options. See **Contact in an Emergency**.
- If the school must close due to extreme weather or a local or national emergency, parents are contacted through available communication options. See **School Closure**.
- We notify parents if their child suffers a moderate or notifiable injury, or any head or spinal injury. See **Notifying Parents**.

Reporting to parents

Communicating with parents about their child's progress and achievement is an important part of school life. Reporting methods may include parent interviews, written reports, and informal conversations. See **Reporting to Parents on Student Progress and Achievement**.

The school also celebrates the success of students and shares these to the school community. See **Recognising Student Achievement**.