



Parent Communication Charter

Effective communication is at the heart of a high performing school. At Landsdale Gardens Primary School, we believe education is a partnership between our team of professional educators and the parents and carers of our students. When parents and school staff share information, model respect and give consistent messages, children are inspired to grow, learn and achieve their full potential. This charter outlines the standards that Landsdale Gardens Primary School expects from all staff when communicating with parents, and the most appropriate and effective methods for parents to communicate with the school. We have a strong commitment of positive links and effective communication methods in our school community, and by using this charter, we will ensure a respectful and consistent approach is maintained.

What can parents expect

- Regular communication from the school via Compass.
- Scheduled opportunities to meet with the classroom teacher.
- Other opportunities to meet with the teacher by appointment.
- Updates about important developments in the child/ren's class (e.g. incursions/excursions, practicum teachers, other special events).
- Formal reports on your child/ren's academic achievement at the end of each semester.
- Notification of any serious single issue or ongoing issues concerning your child/ren.
- Opportunities to provide feedback via confidential surveys such as the School Culture Survey.
- Parent communications acknowledged within one working day and responded to within three working days.

Please note that these are the minimum expectations for all staff members, some may elect to communicate further and more regularly with parents.

What parents should not expect

- School staff returning calls after work hours.
- Emails to be answered in the evening or weekends.
- Access to teachers' private phone numbers or emails.

When should you contact your child/ren's teacher?

- Changes in family circumstances.
- Medical issues that change or arise.
- Safety issues or changes in behaviour at home.
- If you have concerns about your child's academic or social progress.
- When you can't keep a scheduled appointment.
- If your child has head lice or a contagious disease.

What information should be communication to the school office?

- Absence due to sickness and planned absences (done by Parent / Carer via Compass).
- Any issues related to custody or access (provision of written evidence is usually required).
- Changes in address or contact details.
- Planned holidays within the school term (email the Principal in this case) or complete a leave form at the front office.



When you have last minute information for the teacher

- Speak to the teacher between 8:30am and 8:40am (for messages less than two minutes).
- Send a note with your child/ren.
- Call the office and leave a message for the teacher.

Communication that interferes with teaching and learning

- Visiting the classroom during the teacher's preparation time before school or during the school day without an appointment.
- Speaking to the teacher disrespectfully or angrily, especially in front of your child/ren or other students.
- Using social media to make negative comments about the school or to contact staff members. We welcome feedback at Landsdale Gardens Primary School, but request that it be made through the appropriate channels. Refer to the Complaints Management Policy to address grievances.
- Talking to other parents rather than discussing issues directly with staff members. Remember that you are the model of how you want your child to communicate.

When is a face-to-face meeting appropriate?

Electronic communication, such as email, is highly convenient and can be used for short, non-urgent and positive forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

Generally speaking, it is more appropriate for your child not to be present when the discussion involves sensitive and complex matters. This enables all parties to speak freely and openly to explore all possible solutions.

When should I contact the Principal or Associate Principal?

For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve conflict, other families, or dissatisfaction with any aspect of the school, members of the school Leadership Team (Principal and Associate Principal) must be involved. Either a staff member or a parent may request the involvement of the school Leadership Team at any time.

To increase mutual respect, remember:

- Teachers will make mistakes; they're human, too.
- Teachers have their own families and lives; respect their privacy.
- We're all on the same team - your child/ren's support team.
- Take chats off site after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children during drop-off and pick-up times.
- Recognise that we won't always agree, but we promise to listen.

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