



Poynter Primary School

COMMUNICATION GUIDELINES

Poynter Primary School is a happy and productive place where students, staff and the community work closely together to maintain a vibrant place of learning. The aim of these guidelines is to ensure we have clear, consistent, and effective two-way communication that keeps all parties informed, engaged, and connected. An effective school relies upon good relationships between all its stakeholders – staff, students, parents and the wider community. *Please note, throughout the document, where 'parents' is mentioned, it is inclusive of parents, care givers and families, where appropriate.*

Connectedness is important for learning, social and emotional development, mental health, and wellbeing for all.

The Poynter Primary School Communication Guidelines were created in response to survey feedback from families and staff. These are formed using Department of Education documents:

Focus 2025

Code of Conduct

Teach for Impact statement

School Communities Working Together

Connect and Respect

Talking with my School

Parents, carers, staff and students are to abide by the Department's Connect and Respect Policy.

Connect and Respect

Every student, staff member, parent or carer has the right to feel safe and be safe in our schools.

We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

What we can all expect:



mutual
respect



good
behaviour



open
communication



respect for each
other's time

We will not tolerate:



offensive, insulting
or aggressive
language



malicious or
judgemental
gossip



using
social media
disrespectfully



any form
of violence



Poynter Primary School

Forms of Communication used at Poynter:

1. **Website:** <https://poynterps.wa.edu.au/> Our website is always under review, and we aim to ensure it is kept current with information, including policies and the live calendar. The P&C website is accessible at: <https://www.poynterpandc.org.au>.
2. **Connect:** Connect is an online communications portal developed by the Department of Education for internal use by staff, students and parents in public schools. An introductory clip for use of Connect: <https://poynterps.wa.edu.au/connect/>
3. **Newsletter:** The Poynter e-newsletter is sent via Connect on Fridays of Weeks 3, 6 and 9 of each term. Our newsletter is comprehensive and highlights special events, assemblies, excursions and many specialist area updates.
4. **Face to face meetings:**
 - All class teachers host a Parent Information Evening (PIE). These are held in the first three weeks of Term 1 and provide class specific information.
 - Parent-teacher interviews are scheduled by the school during Term 1.
 - Families of students on an individual support plan will meet about learning adjustments in accordance with the Poynter Learning Support Policy.
 - If an issue is complex or emotional it may require a meeting so the concerns can be given the time and attention they deserve.
 - Board meetings are held once per term and P&C meetings are currently once per term, as a trial.
5. **Reporting:** Education Department formal reports will be issued for all students Kindergarten to Year 6, via Connect, in the last week of Terms 2 and 4 annually.
6. **Messaging for absenteeism:** Department of Education regulations require an explanation to cover all absences and late arrival to school. Our preferred method of communication regarding absences is via Compass, using the attendance notification option, which automatically updates school records.
7. **Qkr!** The Qkr! payment system is the preferred payment method and permission platform for all extracurricular activities associated with the school. Qkr! is an easy-to-use application that can be downloaded on electronic devices.
8. **Assemblies:** Assemblies are generally hosted on Wednesdays in even weeks at 2pm. Families are welcome at all assemblies. Families will be contacted in advance if their child is receiving a Poynter Way Award at the assembly.
9. **Facebook:** Our Facebook page highlights special events and achievements. The P&C Facebook page is used regularly to provide school and P&C updates as well as upcoming events.



Poynter Primary School

Expectations

What parents / carers can expect:

- Regular communication from the school using the above communication methods.
- Connect notifications
 - Classroom teachers will send Connect notices at least fortnightly to keep their families informed of student learning, classroom activities and special events.
 - Specialist teachers will establish Connect groups to ensure notices are sent only to relevant families.
 - Important notices will be sent via Connect.
 - Non-urgent notices will be included in the newsletter, rather than Connect.
 - Once a class teacher has posted a Connect notice, it remains within that class Connect group for reference. Teachers may choose to save important forms in their class Connect library. Teachers will explain further at their PIE.
- Opportunities to meet with the classroom teacher by reasonable request.
- Notifications of any academic, social or developmental issue.
- Opportunities to provide feedback via surveys (every second year).
- Parent communications responded to within 3 working days.
- Prompt notification if your child is unwell, injured or involved a serious behavioural incident.
- Cohort classes to have a consistent approach to communication methods and parent involvement.
- Parents are welcome to attend the school for parent roster (especially in the early years classes), special events and classroom events.

What parents / carers cannot expect:

- School staff returning calls or emails after work hours, during school vacation periods or whilst on leave.
- Access to teacher's private phone numbers or private email addresses.
- Academic discussion with teachers about your child during class learning time or at drop off or pick up times; unless an interview has been prearranged.
- Daily or weekly updates/meetings regarding an individual child's progress at school.

When should you contact your child's teacher:

- When you have child related good news to share.
- Safety issues or changes in behaviour at home.
- If you have concerns with academic or social progress.
- When you can't keep a scheduled appointment

What must be communicated to the school office:

- Changes in family circumstances.
- Medical issues that change or arise.
- If your child has a communicable disease (head lice, chicken pox, etc.).
- When your child is home sick.
- Change of address or contact details.



Poynter Primary School

When parents / carers should contact the Principal or an Associate Principal:

- For most discussions, the classroom teacher will be parents' first point of contact. Where conversations involve conflict, other families, or dissatisfaction with any aspect of the school, members of the school leadership team will be involved.
- Either a staff member or a parent may request the involvement of the school leadership team at any time.
- Any issues relating to custody or access.
- Please email the Principal for planned absences e.g. holidays.

Class Coordinators and WhatsApp groups:

- Class Coordinators will be nominated at the PIE.
- At the PIE meeting, parents / carers will be given the opportunity to provide their contact details for use by the Class Coordinator to establish a class WhatsApp group.
- WhatsApp groups are the preferred method of communication for class and cohort information to be shared between families (Poynter discourages the use of class Facebook groups).
- The school will not provide personal information to others.
- Parents agree to abide by the Department's Connect and Respect Policy.

Reviewed and endorsed by the Poynter Board October 2025.

Next review date: 2027.