



Communication Guidelines

How Does Castletown PS Communicate with our community

Email

Newsletter

Week 5 and Week 10

Emailed to parents via
castletown.ps.parentinfo@education.wa.edu.au

Where does it fit?

More focused on what's happened already
More detailed write-up. Can be constructed with students.

- Expanded news items
- What's happening in our classrooms
- Staff profiles (new staff etc)
- Principal/Deputy messages and updates
- P&C updates
- Relevant Community News in appendix

Event Information and Whole-School Communication

As needed emailed to parents via
castletown.ps.parentinfo@education.wa.edu.au

Whole-School Events

- Letters from Principal

Individual correspondence between staff and parents

- Formal communication around behaviour, learning, progress etc

Compass

- Absence Notification
- Excursion permissions
- Event reminders

SMS

- Absence Notification
- Urgent Notification

Facebook/Instagram

- Special events
- Assembly snapshot
- Newsbreak Video
- Insights into the daily life of students

Seesaw

Informal class teacher and parent communication

- Sharing student work
- Advising and reminding of class events.

How should parents contact and communicate with Castletown PS?

Notifying of your Child's Absence

Option 1 - Entering the absence via the Compass Parent App

Option 2 - Report an absence via our website absence link

Option 3 - Reply to a SMS absence notification

Option 4 - Phone the school on 9076 2800

Questions, Queries, or Concerns

The key contact person for any questions, queries or concerns about your child is their classroom teacher. This contact can be made through an email, SeeSaw message, phone call to the school, or by making an appointment. In the majority of cases, questions and queries will be answered and resolved at this level.

For more complex issues, the class teacher may refer your question or concern to a member of staff in a more specialised role such as Deputy Principal or Learning Support Coordinator.

The following steps outline a process for working with the school on questions or concerns -

1. Where appropriate, parents should discuss the question or concern with their child, ensuring they have as much information as possible. Once this has been done it may be possible for the problem to be solved by providing the child with appropriate advice or direction.
2. Where parents have an ongoing concern, this should always be discussed with the classroom teacher (or teacher concerned). This can be done through a simple email, letter or phone call or by making an appointment.
3. If an interview with the teacher does not resolve the problem, parents should contact a Deputy Principal, again appointments can be made through contacting the front office.
4. If the issue is not resolved with the Deputy Principal, contact should then be made with the Principal, again either by phone call or appointment.
5. If the concern remains unresolved, further action may be sought from the Coordinator, Regional Operations - Dale.watkins@education.wa.edu.au