Communication Procedure & Protocols







COCOS ISLANDS DISTRICT HIGH SCHOOL

KERJASAMA & KEJAYAAN

High levels of learning for all students

Revised 2024

COMMUNICATION PROTOCOLS

Cocos Islands DHS supports that open 2-way communication between the school and community is key to building positive relationships.

Communication Tool	School Staff	Parents/Carers
Phone	Used by staff to contact parents or caregivers in an emergency, as a result of sickness or injury and when important information needs to be communicated about your child, their wellbeing and academic progress.	Used by parents to communicate an urgent message to their child or contact the school for information that is not available through all other means of communication. WI - 08 9162 6650 HI - 08 9162 7592
Email	The school may email parents with notifications and/or information on upcoming events, or enquiring about student attendance or wellbeing.	Parents can email the school email address to notify the school of a change of details, student absences, to request an appointment or to clarify information *(cocosislands.dhs@education.wa.edu.au)*. Parents can email teachers directly with non-urgent information or questions. If is urgent, phone the school directly.
Seesaw	Used by class teachers to communicate with parents and promote students learning. Used to promote general school initiative, events and celebrate student success. Students can use this platform to create and record work.	Parents can message teachers directly with non-urgent information or questions. Parents can expect a response within four working days. If it is urgent, phone the school directly.
Facebook	Used by the school to promote events, programs and initiatives. Messages directed to the Facebook page are not monitored, please use another method to contact the school directly.	Parents can view and 'react' to posts on events, programs and initiatives. Commenting is usually disabled on school posts.
Messenger	Messenger is not a method of communication that the school endorses. School staff will contact parents using other forms of communication.	Parents are asked to not contact teachers via Messenger for school matters. Please use email, Seesaw or call to arrange an appointment.
Newsletter	Used to promote general school initiative, events and celebrate student success. A family representative (eldest child) will receive a copy each month.	A document that will keep community up to date with past and present events, and school/class initiatives.
Website	Updated comprehensive information and documents relevant for current and prospective parents and the broader community. This includes policies, enrolment forms, booklists, newsletters, annual reports and upcoming events.	First place for parents to gather general school information, event updates and relevant documents/forms. If you are unable to locate what you need, please call the school directly.

Synopsis

This document outlines the key methods of communication between the school and community, their intended audience and purpose.

Audience

- Students
- Staff
- Parents/Carers
- Community

Review date

December 2024

Objectives

- To establish effective communication methods to disseminate information to the school community
- Ensure all stakeholders are provided information in a timely and effective manner
- Ensure that communication is conducted in a professional and respectful manner
- Improved relationships with the community
- To ensure parents and staff have clear processes to follow for communication

Consultation

- All parents and carers had the opportunity to complete a communication survey in September 2023. This survey informed the most favoured forms of communication for dissemination of information.
- The School Council was consulted and worked with the school to distribute, analyse and provide the results of the above survey.
- All school staff participated in a 'staff induction' outlining intra-staff and external communication processes.





Oral Forms of Communication

Phone

Frequency - As required
Purpose: School will use phone calls if it is considered the most appropriate method for managing an emerging matter e.g. student illness, emergency, matters that require an immediate response or to organise meetings

Parent Meeting

Frequency - Term 1 - Scheduled Week 2-4
Purpose: Teachers will hold an information session with parents/carers at the beginning of each school year to discuss classroom routines, timetables and the whole school behaviour supports in place for students.

Parent Interviews

Frequency - Scheduled Week 2-3, Term 3, and as required throughout the year.
Purpose: Teachers and members of the Leadership Team may call parent meetings to discuss matters in relation to student learning, behaviour and/or well-being. Term 3 parent interviews will discuss Semester 1 student reports. Parents may also request a parent interview to discuss their child throughout the year.

Assemblies

Frequency - R & R fortnightly, once termly assembly (alternating sites).
Purpose: Parents/Carers are encouraged to attend these assemblies as we share information and reminders, learning, performances and the successes of students.

Public Communication

There will be times when educators and parents have public, out-of-school, interactions. We ask that our educators' time away from school be valued. Parents who approach teachers during this time to talk about school matters will be encouraged to contact the school during its hours of operation (7.30am and 3.00pm)

Process for Concerns

Parent concerns about an issue within the classroom or school should follow the Chain of Communication (see Concerns and Complaints). Concerns may be related, but not limited to, the behaviour of your child or another, academics, or health and well-being.

Written Forms of Communication

Email

Frequency - As required
Purpose: The school will email individuals, specific groups and/or all families. to distribute important information, notifications, and up-coming events. A parent update information form will be sent out at the beginning of each year.

Newsletter

Frequency - Once a month
Purpose: To celebrate students/school success, highlight important information and upcoming events, and promote school initiatives.

Facebook

Frequency - As required
Purpose: Celebrate students/school success, highlight important information and upcoming events, and promote school initiatives. Parents can react to posts, commenting will be turned off.

Seesaw

Frequency - As required
Purpose: Celebrate classroom achievements, and distribute important information and notifications to individuals, specific groups and/or all families. Parents may also use this platform to react to student work and directly message their child's teacher.

Website

Frequency - Ongoing
Purpose: Contains access to information about the school including important policy and school reporting documentation. A digital calendar can also be found on the website that highlights the most current upcoming events and should be checked in case of date changes to events.

Consider wellbeing

Our staff will endeavour to return any correspondence within 2 business days.
We ask that any Seesaw messaging or emailing of staff be done conducted during the hours of 6 am - 6 pm each day.

Messenger

Facebook Messenger is not endorsed by the Education Department of WA or Cocos Islands District High School as a method of communication. Therefore, any school related matters should be directed to teachers, or the school, through one of the above communication methods.

Concerns and Complaints Process

You have a concern or complaint

Is it about...

Classroom issue

speak to the classroom teacher

If the issue isn't resolved

contact a Deputy Principal

School Issue

contact a Deputy Principal

Concerns and complaints will be discussed with the Principal. You will be notified of any outcomes as they arise.