



Balaklava Primary School



Po Box 108, 51 Wallace St, Balaklava SA 5461

Phone: (08) 8862 1660 Email: dl.0477.info@schools.sa.edu.au

Dear parent / caregiver,

Our School is committed to working together positively with all members of our community. We know that productive partnerships with parents can greatly improve children's learning and wellbeing outcomes. This letter explains how staff and families communicate effectively and respectfully with each other at Balaklava Primary School to best support your child's School experience.

What you can expect from us:

We'll communicate with you in a timely, respectful, and professional manner.

Specifically, we will:

- Provide regular updates and important information in our newsletter, through EdSmart and on our Facebook pages.
- Report on your child's progress through parent/teacher interviews (Term 1 and 3) and end of Term 2 and end of term 4 written reports as well as ongoing as requested by you.
- Publish key events and School policies and procedures on our website and in our newsletter. This information is also available by contacting the office.
- Provide information about opportunities for parent participation and how to get involved in School governance and parent committees.
- Contact you as soon as possible about any concerns related to your child's learning, behaviour, wellbeing, or attendance, and seek your involvement in addressing those concerns.
- Aim to return any calls and emails within 2 business days, during term time. We can also organise a time to meet with you for a more detailed conversation in-person or over the phone.
- Treat concerns you raise with us seriously and confidentially.
- Welcome your feedback and suggestions and continually look for opportunities to improve our processes.

What we expect from parents/caregivers:

Communicate with all other members of our school community in a polite and respectful way.

Specifically, we ask that you:

- Contact us before 9am if your child will be arriving late or not attending School. Phone (08) 8862 1660 or text: 0428 026 285. Absence can also be notified through our Website.
- Notify us promptly of any changes in details such as your contact information, address, or your child's emergency contact people to ensure communications reach you.
- Take a few moments to read the communications we send you, and contact us if you have any questions.
- Speak to your child's teacher in the first instance by SeeSaw if you need to share important information about your child or to discuss a question or concern.



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believe



participate



succeed

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- Call or email our office to ask for a time to speak with the Principal, Dianna Jarman or Deputy Principal if you don't feel your concern has been resolved, or if there's a serious issue.
- Understand that staff may not always be available to talk right away, but they will get back to you as soon as they can within 2 business days wherever possible.
- Remain calm and respectful when raising concerns with staff, and keep an open mind that there may be different views and perspectives on a situation. Understand that to resolve your concern we may need some time to gather more information or put plans in place.
- Always raise any concerns about another child's or parent's behaviour with staff so we can follow up – please do not approach them directly.
- Model positive behaviour by using appropriate language and speaking respectfully with staff, other parents, and children at our School (including over the phone, by email, SeeSaw, and on social media).

We look forward to working together with you to ensure a safe, positive, and caring environment for all children, staff, and community members at Balaklava Primary School. If you have any questions or concerns about our community expectations, please contact me on (08) 8861 1660 to discuss.

Yours sincerely

Dianna Jarman
Principal
Balaklava Primary School



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Respectful Communication Policy