



Millen Primary School
Learning Together

Communication Guidelines

(Parent/carers version)

Revised June 2025

Rationale

Millen Primary School acknowledges that effective communication is the key to building positive relationships. These relationships play a vital role in the education and wellbeing of our students and a happy and productive workplace for our staff.

We will:

- Communicate in a timely manner
- Ensure we are accessible and willing to assist
- Welcome and respond to suggestions and comment from students, parents and staff both formally and informally.

Objectives:

- Foster positive relationships with the school community
- Effective and timely distribution of information
- Positive promotion of our school
- Share information about new initiatives that support the achievement of key strategic directions as per the Business Plan
- Provide school related information
- Assist parents wishing to discuss their child's academic progress, social and emotional needs or behaviour
- Assist parents wishing to provide feedback, discuss concerns or make complaints.

Communication Tools used at Millen:

Website

The website will be used to promote and provide information about the school. The website will include information about the school's teaching and learning programs, initiatives, school reports, plans, policies, handbooks and guidelines for current families and for potential future families.

[Millen Primary School – LEARNING TOGETHER](#)

Calendar

All events will be on the school calendar. This will be updated on a regular basis and include a summary of each event. This can be located on the school website under the 'Community' tab.

Katitjiny

The weekly newsletter for parents will be prepared by the Principal and the School Officer. This will remind parents of upcoming events, notify them of changes to events and celebrate events at the school. This will be sent as a notice on Connect every Sunday.

Connect

Information will be sent to parents via Connect and then stored as a notice:

- Katitjiny – sent as a weekly notice to parents,
- Class newsletters and notes home,
- Excursion and incursion letters and forms,
- End of semester student reports.

Email

Department of Education emails can be used to communicate with staff members (individuals, group and whole staff) and parents and carers.

Communication initiated by the school:

School events

A letter informing parents of an upcoming event(s) (approved by the principal and placed on school letterhead) is emailed home to parents as a 'notice' via Connect.

The event and a summary of the relevant information is added to the calendar on the school's website and the Connect calendar.

A *reminder* of the event is included in the 'This week' or 'Next week' section of the weekly parent newsletter (Katitjiny) sent as a 'notice' via Connect? (emailed to parents every Sunday afternoon and posted on the school website).

School events will be communicated to staff at the weekly comms meetings (when discussion is required) and emailed via the weekly staff newsletter (Millen Madness).

Excursions and incursions

Letters and permission slips (approved by the principal and placed on school letterhead) are emailed home to parents as a 'notice' via Connect and hard copies are sent home with students. Parents sign the hard copies and return to the classroom teacher.

The excursion or incursion and a summary of the relevant information is added to the calendar on the school's website and the Connect calendar.

A reminder of the excursion or incursion is included in the 'This week' or 'Next week' section of the Katitjiny.

Classroom newsletters and notices

Newsletters and notices (approved by the principal) from classroom or specialist teachers are emailed as a notice via Connect (if applicable a summary of information is added to the calendar on the website and the calendar on Connect).

Updates and reminders

Katitjiny is used to remind parents of upcoming events and any changes or cancellations. Sms is used if parents need to know prior to the dissemination of the Katitjiny.

Facebook and Connect may be used by staff and students to celebrate, update and remind parents about events already promoted.

Reporting to parents

End of semester student reports are emailed to parents via Connect.

Absences

The school will inform parents of absences and request parent notification via sms.

Accidents and illnesses

Staff will report accidents and illnesses to parents via the school landline, email or in person (when applicable).

Personal mobiles can be used by staff to communicate with parents when off site. Staff must then call the school and inform admin ASAP.

Information about the school

Plans, policies, handbooks, reports, forms and any other relevant information will be available for parents on the school website.

Promotion and celebrations

Parents of students being awarded merit certificates will receive a sms notification from the office.

School achievements and events may be celebrated in the Katitjiny and on Facebook.

Connect may be used to share photos of student work and updates about day-to-day activities in the classroom.

Publishing photos and information that identifies students

Photos of students and information that identifies students may be shared on Connect.

Photos of students and information that identifies students (with signed media permission) can be included in the Year 6 Leavers Book.

Photos of students and information that identifies students *cannot* be shared on any other online platform without signed parental media permission and approval from the principal.

Seeking feedback and gathering opinions

With the principal's approval, surveys and other tools may be utilised to seek information from parents, students and staff.

Communication initiated by parents/carers:

Requests for information

Parents seeking dates, event details and general information are encouraged to check the school calendar (on the website) and Connect before telephoning the office.

Absences

Parents can notify the school of an absence via sms or using the form on the website.

[Absence from School – Millen Primary School](#)

Emailing school staff

Regular communication between parents and staff should be done during business hours (Monday to Friday from 8am to 3.30pm).

Staff will endeavour to acknowledge the receipt of a parent email within 48 hours (on school days and during school hours 8.00am to 3.30pm)

Parents initiating email communication with class teachers will be mindful of the number and frequency of emails.

Parent-teacher/carer meetings and discussions

Classrooms are open each morning from 8.20am to 8.30am. Parents and carers can 'touch-base' with their child's teacher during this time. When parents and carers need to relay a message to a teacher *after* this time, this is to be done through the office using the 'Message for the Teacher' form.

Parents/carers wishing to discuss their child's progress or possible concerns (academic, social, emotional, behaviour, bullying), can use the 'Request a meeting with the teacher' form on the school's website to schedule a meeting between 8am and 3.30pm.

[Request a meeting with the teacher – Millen Primary School](#)

Information about how the school caters for children with disability and additional needs Please see the *Inclusivity at Millen Parent Handbook* on the school's website.

[Inclusivity-at-Millen-PS-Parent-Handbook.pdf](#)

Providing feedback, raising a concern or making a complaint

It is important that if an issue is causing a family concern, they feel able to approach the school and have the issue properly addressed.

When parents wish to provide feedback, discuss concerns or make a complaint, an appointment can be scheduled with the principal by telephoning the office on 9264 7600 or an email can be sent to:

millen.ps@education.wa.edu.au or

Isobel.Comrie@education.wa.edu.au

Communication Tools and Protocols – Parent Overview

Communication regarding your child’s learning and wellbeing begins with the classroom teacher.

Use the request form on the school’s website (link below) to ask for a meeting to discuss how your child is going, view work samples to understand your child’s progress, share a report from an outside agency, raise concerns about your child (academic, social, emotional, behaviour, bullying) or to view your child’s assessment data on Elastik to pin point their learning gaps and plan for improvement.

[Request a meeting with the teacher – Millen Primary School](#)

<p>Emails Share and seek information including:</p> <ul style="list-style-type: none"> • Requests to complete forms • Requests to provide information regarding absences • Financial invoices • Parent/teacher communication <p>Protocols:</p> <ul style="list-style-type: none"> • Staff will endeavour to acknowledge the receipt of a parent email within 48 hours (on school days and during school hours 8.00am to 3.30pm) • Parents initiating email communication will be mindful of the number of emails exchanged with class teachers. 	<p>Face-to-Face Meetings To seek, discuss and/or deliver specific information and to develop and review plans.</p> <ul style="list-style-type: none"> • P & C and School Board • Parent-teacher meetings • Case conferences - planning for children with additional needs • Share concerns or make complaints to the deputies or principal <p>Protocols:</p> <ul style="list-style-type: none"> • P & C and SB meetings advertised in Katitjiny • Parent-teacher meetings as required (contact admin) • Class meetings (first three weeks of Term 1) • Case conferences as required
<p>Connect To distribute information including:</p> <ul style="list-style-type: none"> • Katitjiny • Class newsletters and notes home • Student reports • Excursion and incursion letters and forms 	<p>Facebook Promote and celebrate the school and welcome community engagement.</p> <ul style="list-style-type: none"> • Photographs of whole school events will be shared • Photos shared will not reveal the identification of individual students
<p>The Katitjiny Share information, provide reminders about upcoming events and to promote and celebrate the school.</p> <ul style="list-style-type: none"> • Emailed on Connect each Sunday afternoon • Events on school calendar are included in the Katitjiny as reminders and celebrations 	<p>School Website The hub for information:</p> <ul style="list-style-type: none"> • Business Plan • Public School Review • Teaching and learning program overviews • School calendar • Policies, procedures and guidelines. <p>Protocols:</p> <ul style="list-style-type: none"> • New policies will be published on the school’s website • Language translation tool will be available on website
<p>Phone Calls To seek or share information when there is a limited timeline or an urgent situation (accidents, illness, injury, absence, variation to routines affecting specific children and student wellbeing)</p> <ul style="list-style-type: none"> • School will contact the first parent listed on Integris (unless advised by this parent in advance to contact another person) • Staff use school landlines to telephone parents unless off site in the case of emergency. 	<p>Short Message Service (SMS) To advise parents of a child’s absence from school and when it is necessary to provide timely information.</p> <ul style="list-style-type: none"> • Sms sent to all parents of absent children when no reason has yet been provided • Send sms to all parents in the case of a school evacuation or lockdown (as per emergency and Critical Incident Management policy) • Notify parents when events are cancelled or changed at the last minute