

COMMUNICATION POLICY

Purpose

Our goal is to foster a supportive and collaborative environment where students, staff, and families can thrive. We are committed to ensuring that all interactions are respectful, timely, and constructive. With the increased reliance on different technology platforms, we will endeavour to share our learning through our school newsletter with priority notifications posted on Dojo separately.

Therefore, to respect community and staff, we must all respect everyone's right to be able to 'turn off' after work hours.

Core beliefs

- All members of the community must have access to tools to communicate at the whole school and classroom levels.
- Woodville Primary School staff have a firm belief in working together and communicating in open and trusting ways. Everyone should be treated with respect and has the right to feel safe.
- We have established processes to address concerns, complaints, and grievances in a timely and confidential manner.
- We recognise the importance of staff disconnecting from digital technologies and communications during non-business hours.

Communication Guidelines

Response times

- Staff will respond to general queries within 1-2 business days.
- Urgent enquiries should be directed to the school front office for prioritised attention by the appropriate responsible person.

Feedback and grievances

- Concerns should be communicated respectfully through the appropriate channels; firstly, through the class teacher and then if not resolved to leadership.
- Refer to the school's grievance policy for detailed procedures on lodging complaints and resolving issues.

Right to disconnect

- Policy alignment: Staff are encouraged to disconnect from digital communications outside of working hours to maintain a healthy work-life balance. Non-urgent communication will be responded to during business hours.
- Response Expectation: Staff are not expected to respond to messages outside their working hours (8.30 am – 4.30 pm).

Guidelines for families

- For communications that require detailed discussion, families are encouraged to schedule a meeting to discuss the matter in detail. This ensures concerns are addressed thoughtfully and respectfully.
- Meeting requests can be made with the class teacher through ClassDojo app, via email or through contacting the front office. Meetings should be scheduled within the teacher's working hours.

communication environment that supports the well-being of our staff, students, and families.

School Communications

ClassDojo app

Purpose

Classroom story is for highlights from classroom-specific activities including photos of learning experiences and reminders specific to the class.

Not to be used for reporting absences or passing on time sensitive information to teachers.

Calendar is for key dates and events

School Story is for general information, events, fundraising, newsletters that apply to the whole school.

Parents/Caregivers

- Download the ClassDojo app from your app Store
- Ensure they update their access at the beginning of each year and regularly check any information sent.

Sway - School Newsletter

Purpose

The newsletter is used to highlight school events and achievements and communicate essential/general information.

This is a public page managed by the school leadership.

Parents/Caregivers

- Access the newsletter through the links published on ClassDojo app.

QKR! App

Purpose

For school payments and canteen orders. Including fundraising, school hats, camps/excursions and school fees.

Parents/Caregivers

- Download the Qkr! app from your app Store
- Ensure student profiles are updated to the correct classroom number at the beginning of each year.

Website

Purpose

First port of call for parents to access school policies and 'How to Guides' for apps such as ClassDojo and Qkr!

Parents/Caregivers

- <https://www.wvilleps.sa.edu.au/>

Policy ratified by staff: Date: 2/6/2026 Endorsed by Governing Council: Date: 16/6/2026 Review Date: 2/6/2029

