

Berri Primary School Parent Communication Policy (Review August 2026)

We are committed to developing positive relationships with all members of the Berri Primary School community and giving our best to support children's learning and wellbeing. Clear communication is essential in establishing and maintaining effective relationships between home and school. This policy applies to all parents, caregivers, and staff of the Berri Primary School community.

The school uses the Seesaw Application and Facebook page as its primary communications with the school community. Other communication methods include the school's website, telephone calls/text messages and emails as required.

Staff and families will:

- communicate in a respectful manner, reflective of our school values – Teamwork, Responsibility, Respect, and Integrity; and
- maintain confidentiality of all communications and photos.

Student Messages

- Messages to and from students need to be communicated via the administration team during the school day by visiting the front office, or phoning (08) 8582 1077. The administration team will pass on the message to the appropriate staff member and will then be relayed to the student.
- If students need to contact families, they will need to seek permission from the classroom teacher to go to administration who will contact parents/caregivers if deemed necessary.
- Student mobile phones – see mobile phone policy on the school website.

Contact our office

- Messages from home requiring urgent attention, such as a change of pick-up arrangements, medical appointments, etc, should be communicated via a call to the front office. General questions or concerns, or if you're not sure who you need to speak with, can also be made through the front office. Our staff can connect you with the right person.
- **Phone:** 85821077
- **Email:** dl.0532.info@schools.sa.edu.au
- **Office hours:** 8.30 am – 3.45pm



Whole School Communication

- Newsletters including the school Calendar, published in Weeks 4 and 8 of each term on SWAY online platform.
- Regular Facebook posts to update families and the community about events, learning and news.
- Short Notice and Emergency information will be communicated as required.



Teacher to Parents (whole class)

- Class newsletters twice per term.
- Communicate classroom learning at least once per week via Seesaw.
- Other documents, or links as required.
- Reminders, short notice, and emergency information will be communicated as required.

Teacher to Parent (individual)

- Seesaw
 - General classroom updates at least twice per term - eg: photos of learning or work examples
 - Teachers will provide parents with access to Seesaw at the beginning of each school year
 - Messages in relation to individual students e.g. attendance /absence, sharing information as required
- Student interviews (Terms 1 and 3)
- Student reports (Terms 2 and 4)
- Invitation for parents to request a face to face, or phone meeting time to discuss the children's learning/ wellbeing.



Parents to teachers

- Raise admin matters between the hours of 8.30am and 3.45pm and teacher matters between 8am and 5pm.
- Provide the school with up-to-date contact details.
- Work in close partnership with the school to support their child's learning through attendance at student interviews.
- Understand that the primary role of teachers is to educate students. As such, all queries will be responded to within 2 working days. Time may also be required to follow up questions with other staff.
- Seesaw
 - Download and use the Seesaw app for communications such as queries on attendance/absence, sharing information about events, sending digital copies/links for informative documents, answering simple queries/questions.
 - Check regularly and read and respond as necessary.
- Email
- Concerns regarding the safety, welfare, or wellbeing of students.
 - Parents can request a phone discussion, or face to face meeting via Seesaw or email.
- Parents may not raise a concern with children other than their own. Such concerns should be raised with their child's teacher, or a member of the leadership team.
- Our school grievance procedure or the Department for Education's Complaints unit (details on our school website), may also provide helpful information in raising an issue.

When you can expect a response

- We aim to reply to all contact within **2 working days**, during term time.
- Sometimes we'll need more time to gather information, plan, or set things up.
- Please be patient and we'll update you as soon as possible.



Approved by Berri Primary School Governing Council, August 2024.

Chairperson Mrs Sarah Plush
Principal Mrs Brenda Pfitzner