

## Communication Guidelines

Communication is an essential part of school and building positive relationships with families and students. Good communication with families can also support their child's learning.

There are three channels of communication that will be used:

1. Email: Used for formal communication including reports, school newsletters, complaints or concerns.
2. Whatsapp (Direct to Teacher): Used for informal and urgent communication (E.g. Being late for pick up or getting information about an event)
3. Whatsapp Class Groups: Used for informal communication **related to the whole class**, including reminders, updates, photos and to celebrate children's learning.

## Whatsapp Guidelines

1. To respect the time of the teacher and every other parent in the group, we request that whatsapp messages are not sent after **5:00pm** each day. We understand everyone has different schedules, so if you need to send a message after 5:00pm to your child's teacher, please send an email which can be checked the following morning.
2. Class Whatsapp groups should be used for the following reasons:
  - **To celebrate children's learning**
  - **Send reminders and updates related to school.**
3. Class whatsapp groups **must not** be used for the following reasons:
  - Personal messages or gossip
  - Political or controversial statements on current events
  - Complaints about other people or the school
  - Personal requests

We hope any class whatsapp group is a positive environment for all members and a way to celebrate and share learning. If you would like to raise a concern, complaint (see complaints policy) or make a personal request, you can contact the teacher directly using email. If you have an urgent matter to communicate, you can send a private message directly to the teacher.