

# Hours of Communication



## Most responses will be sent between 8am-4pm

We have a highly dedicated staff whose priority is to ensure that your child has the best possible educational experience each day. As a result, they may not be able to listen, read and respond to all communication requests immediately.

Electronic messaging has made communication more accessible, but has added to everyone's workload and has led to an expectation for a turnaround time that might not be possible.





Please allow up to 2 working days to respond to any communication request.

Teachers are not expected to reply to messages and phone calls before 8am or after 4pm.

Parents and caregivers should be aware that sometimes a delay in reply will be experienced, due to staff absences or illness.

*Thank you for working together with us to support your child's education.*

# Considerations

 <p>Timing</p>	Please remember the classroom environment and the complexity of a teacher's day. If you don't receive an immediate answer to your message, it doesn't mean you are being ignored. A teacher will generally respond within 24-48 hours.
 <p>What is the goal?</p>	Before contacting, consider your goal in communicating with the teacher and select the most appropriate way.
 <p>Volume</p>	Please consider how many emails or Seesaw messages teachers could potentially receive throughout the day from parents. We all want to support students.
 <p>Problem-solving approach</p>	We all want to support the students. Responding appropriately with the right strategies can take thought and reflection from everyone.

## Useful Links

- Connect and Respect – Expectations  
<https://www.education.wa.edu.au/dl/o034qrv>
- Connect and Respect – Engagement  
<https://www.education.wa.edu.au/dl/k0n12p0>
- Connect and Respect - Summary Poster  
<https://www.education.wa.edu.au/dl/l0ox3ok>

# Guidelines for Teacher-Parent Communication



## Joondalup Education Support Centre

**Building strong, respectful, and supportive partnerships between home and school.**

We encourage a strong home-school partnership at Joondalup Education Support Centre (JESC). The Department of Education values these relationships, and these guidelines are written to align with the "Connect and Respect" Policy.

At JESC, we encourage open communication where staff, students and parents/caregivers share good news, discuss issues and maintain an ongoing, positive dialogue.





mutual respect



good behaviour



open communication



respect for each other's time




# Communication Options



**Our intention is to work in partnership with families to support inclusivity, the health and wellbeing of everyone involved and promote respectful relationships.**

Alongside providing excellent instruction in the classroom, our collaboration with families, parents, and caregivers is one of the key elements in a child's education. We aim to maintain an open, respectful, and collaborative relationship with all parents, ensuring our communication is clear and effective.

Additionally, we are committed to addressing any concerns parents may have throughout the year in a positive, constructive, and thoughtful way.



Type	What this should be used for:
 Drop off and pick up	<p><b>Short, verbal information-sharing message lasting no longer than 1 minute.</b></p> <ul style="list-style-type: none"> <li>Staff members are available for this between 8:35-8:50 and 3:00-3:10</li> </ul>
 Seesaw	<p><b>Short, information-sharing messages.</b></p> <ul style="list-style-type: none"> <li>It could be to inform others about a student's absence or health, an upcoming event or good work.</li> <li>Photographs may be shared around individual or group activities as opportunities arise, but there is no requirement for staff to send them weekly.</li> <li>The staff member will respond within two working days.</li> </ul>
 Email	<p><b>More in depth information than Seesaw that may require a response but is not needed immediately.</b></p> <ul style="list-style-type: none"> <li>Information would generally be more formal or could be of a sensitive nature.</li> <li>It also gives people time to consider the response, and can also allow for the sharing of documents.</li> <li>Send an email to the staff member's Departmental email address e.g. @education.wa.edu.au</li> <li>The staff member will respond within two working days.</li> </ul>

Type	What this should be used for:
 Phone call	<p><b>More in depth information or discussion that might require interaction and decision making during the conversation.</b></p> <ul style="list-style-type: none"> <li>Phone calls should focus on one or two key points so that agreed actions can be resolved during the call, where possible.</li> <li>Usually, a phone call is held before a face-to-face meeting to establish if it is needed.</li> <li>Call JESC on 9233 5800 and a message will be sent to the staff member you would like to speak to if they are not available at that time.</li> <li>The staff member will respond within two working days.</li> </ul>
 Face-to-face /TEAMS meetings	<p><b>This should be for situations where discussion, sharing of information and decision making would be more in-depth.</b></p> <ul style="list-style-type: none"> <li>They might also involve complex situations that cover a multitude of points to discuss. These are also used to discuss Individual Education Plans (IEP).</li> <li>These might include several people such as: Teachers, Administrators, Parents, Support Services and others.</li> <li>We will work with you to set up a time that works for everyone.</li> </ul>