Osborne
PRIMARY SCHOOL

Communication Guidelines

Developed 2025 (28.11.25)

Effective 2026

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Policy Statement

At Osborne Primary School, we understand and value that communication takes place in different ways and serves multiple purposes.

We recognise the importance of ensuring that all communication is respectful and considerate of the needs of both staff and parents/carers. We also acknowledge the significance of maintaining regular and consistent communication practices.

Compass

Compass is the main communication tool that is used at Osborne Primary School. It is important that all parents/carers organise to have access to the app on their devices.

Compass will be used to send home whole-school messages, reminders and updates. It will also be used to send classroom specific messages, reminders and news. Staff are not to use Compass to send home text messages to parents/carers.

Classroom Messages:

To work towards consistency in communication Year 1 to 6 teachers will:

- post messages of major and special events that have taken place at school (eg. major learning activities, incursions/excursions, rewards), which may include up to 4 photographs,
- every two weeks, send home brief information about what students will be learning in their classroom for the upcoming fortnight (e.g. WALT statements, not WILF statements),
- every two weeks, share and celebrate work that their students have completed in class, which may include up to 4 photographs.

** Please note: Kindy and Pre-Primary classrooms will share similar information; however they **may** communicate on a more regular basis and send more photographs.

Feedback to Parents and Carers:

At Osborne Primary School, we provide feedback to parents and carers about their child's progress and achievement through a variety of formats:

- Pre-Scheduled Meetings: held before, during or after school initiated by either classroom teachers or parents/carers,
- Term 1 Progress Meetings: Parents/Carers will have an opportunity to meet with teachers late in Term 1 to check how their child has settled into class and are progressing with their learning,
- Documented Plans and Review Meetings: Parents/Carers of students requiring support or extension will meet with teachers once per term to receive updates on their child's Documented Plans outlining how their learning and/or wellbeing is being supported and the progress and achievement they have made.
- Semester Reports: Student reports will be sent home at the end of Semester 1 and Semester 2 detailing the progress and achievement of students.

Other Forms of Communication:

To further keep parents and carers informed about school practices, Osborne Primary School uses a range of other communication methods:

- Whole School Newsletters are sent home two times a term to communicate important events, achievements and updates that have been taking place around the school,
- Website (https://osborneps.wa.edu.au/): provides general information about the school, such as:
- general operational matters (e.g. bell times, school activities, term calendars, booklists, enrolment forms), policies and procedures (e.g. behaviour policy, uniform expectations) newsletters,
- SeeSaw: is an online platform that some teachers use to share learning tasks and materials, and for students to submit completed work. No messaging is to occur through the SeeSaw platform.

Communicating with your Teacher or the School:

To further facilitate effective communication practices between school and home, please note the following guidelines and considerations:

- Most forms of communication from teachers will take place between the times of 8.00am and 3.30pm during the school week. No communication will take place over weekends or school holidays, unless under extenuating circumstances.
- Informal face – to – face meetings with teachers before or after school are limited to the sharing of brief messages. For conversations requiring more in-depth discussions, longer meetings need to be scheduled at a mutually convenient time.
- Teachers can be emailed through the COMPASS app. Please allow **up to two working days for a reply**, which may be delayed due to staff absences from work. Teachers who do not work fulltime may take longer to respond if a message is received outside of their rostered workdays. If difficulties are being experienced, please email the school on osborne.ps@education.wa.edu.au.
- Teachers can also be contacted and messages left by calling the school on 9413 1700. If you require urgent contact with your child or a teacher (for example, in the event of an emergency), please phone the school.
- School staff are unable to accept friend requests on social media from students and/or parents/carers and will not respond to any forms of communication via social media.