



2026 Communications Protocols

To create *positive learning environments* and *promote respectful relationships*, we follow the Department of Education's School Communities Working Together, **Communications Protocols**.

Effective: 11/02/2026

Review: 22/02/2027



Department of
Education

Shaping the future

School Communities Working Together

Communication Protocols



In Western Australia, parents and carers, school staff and students share responsibility for public schools providing safe, supportive and productive learning environments.

We achieve this through our relationships, good communication and working together.

Creating positive environments

Our public schools provide positive environments for students to learn and for staff to work.

This is achieved by school staff, parent/carers and students:

- valuing and supporting every member of the school community and appreciating their contributions
- celebrating diversity and individuality; cooperation and acceptance are welcomed and encouraged
- forming positive connections
- creating friendly, supportive and cohesive communities.

Promoting respectful relationships

Every student, staff member and parent/carer has the right to feel safe and be safe at school.

This is achieved by:

- teaching students about respect and appropriate relationships as part of the Western Australian Curriculum and students are expected to maintain positive behaviour in their school community
- principals working with their school community to create positive behaviour models and deal appropriately with students who violate the rights of other students and staff
- parents and carers encouraging, promoting and modelling good behaviour and respect for others at home, school and in their communities.

Together, we make a difference.

Communicating well

School communities thrive on open communication wherein staff, students, and parents and carers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

Principals and school staff communicate with parents and carers in a variety of inclusive ways that are reflective of the school community. They may provide information in writing and/or speak with parents and carers in person. This will generally occur during the school day.

Parents/carers have opportunities to speak with or write to a member of staff to raise any issue of concern, provide feedback or make suggestions.

Teachers and school staff may not be available to respond immediately, however they will make every effort to respond, generally during school hours, within a reasonable timeframe.

Teaching staff, including principals, are not required to respond to communications outside of their normal working hours.

There is an expectation that communication and all interaction between school staff and parents and carers is mutually respectful.

Verbal and/or physical aggression or threats, offensive language and derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated.

School staff are not expected to respond to communication that is unacceptable and these will be referred to the principal or regional office.

Working together

Student learning is strengthened when staff and parents and carers are actively and positively involved in their education.

By working together, we support the health and wellbeing of our students and help them develop resilience and confidence.

Our collective efforts are aimed at providing safe environments for all and promoting respectful relationships.

Role of school staff

School staff play a key role in fostering good relationships with parents and carers.

They do this by:

- welcoming and encouraging parents and carers to participate in their children's education
- communicating information and responding to enquiries in a variety of inclusive ways, reflective of the school community
- maintaining professional relationships that are open, honest and respectful
- valuing every family and respecting their differences
- working with parents and carers to identify and promote the individual needs of their children.

Role of parents and carers

Parents/carers have an important role in helping to create positive learning environments for students.

They do this by:

- treating all members of the school community with respect and dignity
- respecting differences and preferences of others
- supporting school policies and values
- being respectful in their relationships and reinforcing their children's good behaviour
- supporting the activities of their school and getting involved where they are able to
- encouraging their children to respect other students and school staff.

Role of students

Students also play their part so they can have positive learning experiences.

They do this by:

- engaging in classroom activities
- being respectful to and supportive of others
- maintaining positive behaviour.

By everyone playing a part in providing safe, positive learning environments and opportunities for our students, we enable them to be the best they can be.

Our Communications Methods

At Narrogin Primary School, our primary methods of communication are:

- Department of Education Connect Portal
- Department of Education Compass
- Department of Education emails
- Narrogin Primary School Telephone – 9882 1700

Please note Narrogin Primary School Office hours are: 8:00am to 4:00pm. Our office is not open during school holidays.

Channel	Details	Audience	Prime Accountability
Connect	Connect is a teaching, learning, collaboration and communication space. Allowing parent access provides a window into the classroom and an opportunity to streamline communication for school administration. Parents can have a secure login to Connect via a unique P-number. A parent account in Connect provides parents with access to important information about our school and the class your child is enrolled in.	Staff Students Parents / Carers	Leadership Team Teachers Front Office
Compass	Absence notices will be sent to parents if a child is away and the absence is unexplained by 10.00am each day. Notifications	Staff Students Parents/ Carers	Leadership Team Teachers Front Office
Emails	Email communication from Narrogin PS will only come from Department of Education email addresses. Emails will only be answered during office hours 8:00am – 4:00pm.	Staff Parents/ Carers	Leadership Team Teachers
Face to Face	Formal and informal meetings can be scheduled with classroom teachers as required. Please contact the classroom teacher to book a time convenient to all parties. Please avoid discussing confidential items at the beginning of the school day. Parent Progress Meetings (end of Term 1 & 3)	Parents/ Carers	Leadership Team Teachers
Hard Copy Notes	Specific administrative letters Excursion Information and Permission Notes Invoices	Parents/ Carers	Leadership Team Teachers
End of Semester Report	End of Semester 1 End of Semester 2 Emailed and sent via Connect electronically to parents / carers	Parents/ Carers	Teachers
Assemblies	Thursday 9:00 – 9:30am (2-3 times a term) Please check the Term planner on the school website for dates. Showcasing student work and performances STARR Merit Certificate Winners	Students Staff Families Wider Community	Teachers in collaboration with Leadership Team
Newsletter	Available each Term, Weeks 2, 6 & 10 Link sent via: <ul style="list-style-type: none"> • Connect • School Website • School Facebook page 	Parents/ Carers, Families Wider Community	Leadership Team Teachers Front Office
Narrogin PS website	www.narroginprimaryschool.wa.edu.au Current information Annual Reports School Guidelines & Procedures	Parents/ Carers, Families Wider Community	Leadership Team Front Office

OFFICIAL

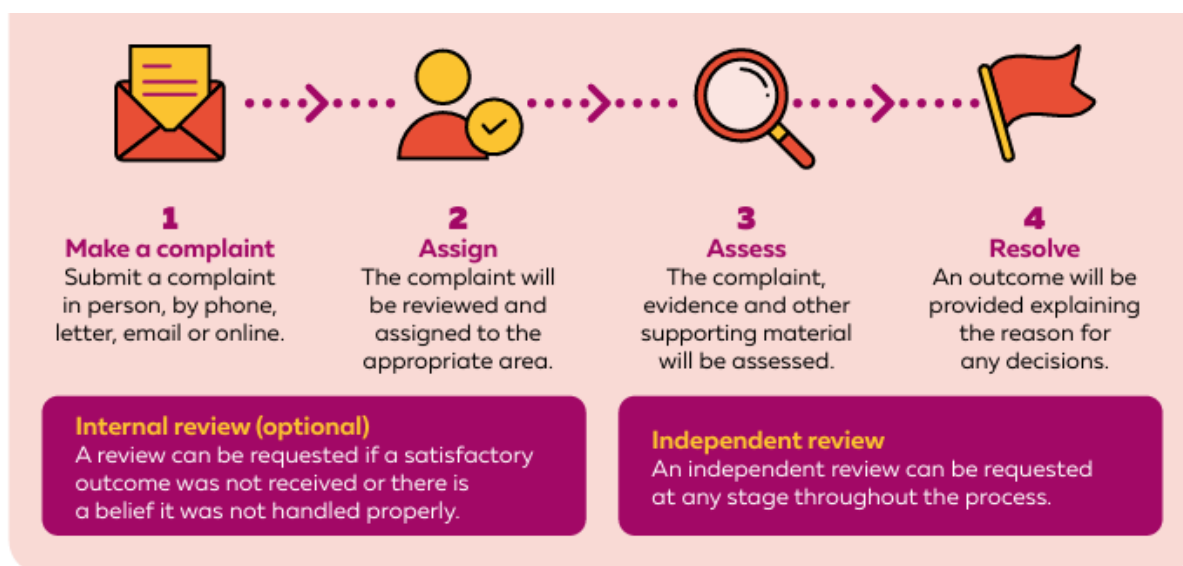
Narrogin PS Facebook Page	Public Facebook page to positively promote activities. Updates Announcements	Parents/ Carers, Families Wider Community	Leadership Team Front Office
Narrogin PS School Board	Meetings held 1-2 times a term. Open meeting held Term 3	Parents Community	Principal School Board Chair
Narrogin PS P&C	Open meetings held 1 – 2 times a term, usually on a Monday 6pm. Updates in the newsletter Narrogin PS P&C Facebook Page Narrogin PS Canteen Facebook Page	Parents/ Carers Staff	Principal P&C
Media	All media items, including critical incidents, need to be approved by the Principal, which in turn is communicated and approved by the Department of Education Media Unit.	General Public	Principal

Our school is committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

Effective communication is the key to building a positive relationship between home and school, playing an important part in the education of your child. You should feel confident that we will listen and respond to your concerns and effectively manage and resolve complaints.

Issues may arise during your child’s schooling, and these are more productively resolved when you raise them as early as possible with the school directly. If you are not sure who to speak to, please start with your child’s teacher.

Please remember to speak kindly and respectfully to our Front Office staff when raising any concerns or complaints. They are here to help and appreciate your patience and courtesy.



Further information about the complaints and concerns process can be found on the Department of Education website: [Complaints - Department of Education](#) .

Complaints made through social media platforms will not be addressed through the complaints handling process.

Complaints and Concerns

Your child's classroom teacher is ALWAYS the first point of reference.

Types of Complaints

The types of issues you might raise are:

- Enquiry – when asking for information
- Concern – when raising a matter of interest informally to provide feedback or clarification
- Complaint – an expression of dissatisfaction that relates to a product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

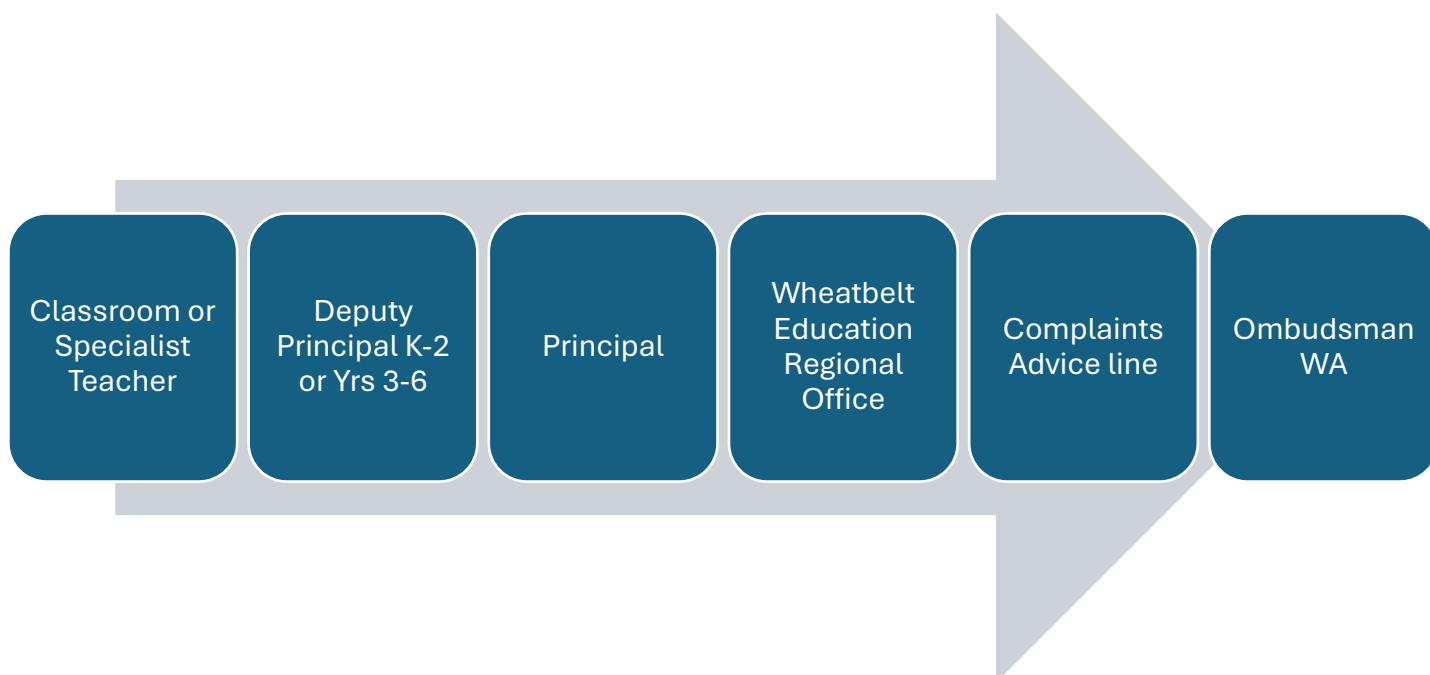
Any person affected by service provision or the actions of a school can make a complaint. You can make a complaint anonymously, however, it may be difficult to resolve it if we can't talk to you about details of your complaint, clarify issues or get further information.

You can make a complaint about:

- the provision of education
- any decision, including those about enrolment or support for your child's learning
- our policies or procedures
- the conduct or behaviour of a staff member.

This complaints process cannot be used for:

- public interest disclosures (whistle blower)
- disputes and grievances between staff members
- mandatory reporting responsibilities (mandatory reporting legislation requires only specific people or professionals to report suspected child sexual abuse)
- matters relating to family court (restraining orders, access agreements)



Classroom Teacher	Any general issues, concerns or requests. Contact the Front Office for your message to be passed onto the teacher or Email the teacher directly	
Deputy Principals	Deputy Principal K-2 Mrs Suzi Hogg	All matters relating to teachers and students in K-2 that have not been resolved with the class teacher(s).
	Deputy Principal Years 3-6 Mrs Holli Hanson	All matters relating to teachers and students in Years 3-6 that have not been resolved with the class teacher(s).
Principal	Mrs Eloisa Goss Discuss your enquiry or concern with the principal if: <ul style="list-style-type: none"> You were not able to achieve a satisfactory arrangement regarding your enquiry with the class teacher or Deputy Principal Your enquiry or concern is about the conduct of a teacher or staff member Your enquiry or concern is regarding a major safety, security or legal matter 	
Wheatbelt Education Regional Office	297 Fitzgerald Street Northam WA 6401 08 9622 0200 WheatbeltERO.Reception@education.wa.edu.au Talk to the Regional Education Office if: <ul style="list-style-type: none"> You believe that your concern was not resolved by the school The matter is about the conduct of the principal 	
Complaints Advice line	1800 655 985 8.30am – 4.30pm Monday to Friday Make a complaint and understand the complaints process: www.education.wa.edu.au/complaints	
Ombudsman WA	If you are not happy with the handling of your complaint or believe the outcome is unreasonable, then you may wish to request an independent review at any stage throughout the process by contacting the Ombudsman Western Australia – www.ombudsman.wa.gov.au	



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Connect and Respect Engagement

Expectations that prioritise learning, wellbeing, respect, and safety in our public schools.

Culture



Value every student
and their right
to education

Respect school
diversity and staff

Communicate
constructively – avoid
gossip and judgement

Raise concerns early
and respectfully

Accept compromise
when resolving issues

Support safe, resilient
learning environments

Communication



Be respectful and kind
in all interactions

Use school channels
to address concerns

Understand staff
availability and
response times

Request meetings
considerately

Avoid offensive
or inappropriate
language

Model positive
behaviour

Collaboration



Partner together
to support learning

Ensure students
attend on time and
ready to learn

Respect and support
school policies

Schedule purposeful
meetings

Maintain open,
professional relationships

Ensure safe travel
to and from school

Help children meet
behavioural expectations



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Connect and Respect Expectations

Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

What parents and carers can expect from our schools

Strong partnerships between families and schools help children thrive. Our staff are committed to open, respectful communication and will work with you to support your child's learning and wellbeing – even in challenging situations.

You can expect:

- **Regular updates** through approved school communication channels
- **Celebrations of success**, recognising your child's efforts and milestones
- **Timely alerts** about serious or ongoing concerns affecting your child
- **Scheduled meetings** with classroom teachers to discuss progress and goals
- **Additional meetings** available by appointment when needed
- **Invitations to school events** and opportunities to be involved
- **A chance to provide feedback**, shared respectfully and constructively

We believe that even the toughest issues can be resolved through collaboration, care and open dialogue.

Creating a positive school culture is a shared responsibility. When we all contribute productively and respectfully, we help students thrive.

What parents and carers should not expect from our schools

Our staff are dedicated professionals, and we value their personal time. A healthy work-life balance helps them be their best self. For this reason, families should not expect:

- Calls or emails to be returned outside school hours
- Responses to messages during evenings or weekends
- Access to teachers' personal contact details
- Unscheduled meetings
- Entry to school grounds if aggressive or harassing behaviour has occurred

Communication that interferes with teaching and learning

To maintain a safe and focused learning environment, we ask that all communication supports – not hinders – our staff and students.

Disruptive behaviours include:

- Speaking to staff in a disrespectful or aggressive manner, especially in front of students
- Arriving without an appointment and expecting to meet
- Entering classrooms during teachers' preparation time
- Using social media to criticise or target staff or the school
- Spreading malicious or judgemental gossip

When to contact your child's school

Please reach out if:

- You're concerned about your child's academic or social progress
- There are changes to medical conditions or diagnoses
- Family circumstances shift in ways that may affect your child
- Safety concerns or behavioural changes arise at home
- Social issues could impact student wellbeing at school
- You need to make or reschedule an appointment