

## CLASS DOJO: HOME-SCHOOL COMMUNICATION



Dear Parents and Carers,

We highly value strong **home-school partnerships** here at South West Rocks Public School. Next to quality instruction in the classroom, extensive research has found the partnerships formed between parents/carers and teachers stand as one of the most significant influential factors in a child's education. We want to ensure we have open, respectful and collaborative relationships with all of our families and that our communication is strong.

In addition, we want to address any concerns that may arise for you in a positive, timely and constructive manner.

Parents and carers have several direct ways to communicate with teachers, including the telephone, email, face-to-face meetings and *Class Dojo*. The latter has become a very helpful form of communication in our society because it is fast, convenient and looks similar to popular social networking platforms.

### Class Dojo Communication

However, it is important to note that *Class Dojo* is not an approved secure platform for communication and should not be used to share sensitive, personal or confidential information. As a rough guide, do not post anything you would not want to see potentially published publicly.

Please note:

- *Class Dojo* communication is for broad school and classroom matters only.
- Urgent, emergency or time sensitive matters should be directed to the school office.
- *Class Dojo* is not intended as a 'chat' platform to discuss issues relating to your child.
- See the updated **SWRPS Home-School Communication Guidelines** to determine how best to address any personal concerns or issues that may arise.
- Teachers will respond to appropriate and respectful messages within 24-48 hours. Phone or email the school to request a call back if you have not received a response within this timeframe.

Please remember:

- All teachers' top priority during school hours is working with children. The classroom environment does not allow teachers to check emails or *Class Dojo* messages regularly.
- Teachers will usually respond to messages before or after school, usually between 8am and 4:30pm.
- Each teacher has 20-30 students in his/her class. Please consider how many messages teachers could receive every day from parents and carers.
- Teachers are not required or expected to post photos or stories to their class accounts. If and when this occurs will vary between classes.

Be assured that all teachers are very invested in communicating and collaborating with parents and carers, especially if a student is experiencing difficulties at home or school.

However, although so important, this communication needs to be considered. Responding to emails and messages takes thought, reflection and sometimes investigation. Also, unfortunately, written messages can leave lots of room for misinterpretation. Face-to-face contact between the parent or carer and the teacher will usually lead to better communication and problem solving. A planned phone conversation is the next best alternative.

With this in mind, we have developed some guidelines to clarify what is effective and appropriate in terms of home-school communication (*see overleaf*).



## GUIDELINES FOR HOME-SCHOOL COMMUNICATIONS AT SWRPS

REASON FOR COMMUNICATION	PHONE SCHOOL 6566 6208	EMAIL SCHOOL* <a href="mailto:sthwestroc-p.school@det.nsw.edu.au">sthwestroc-p.school@det.nsw.edu.au</a>	CLASS DOJO TEACHER	WRITTEN NOTE TO TEACHER
To advise of change in afternoon student pick-up / travel arrangements: <b>prior to the day of change.</b>	✓	✓	✗	✓
To advise of change in afternoon student pick-up / travel arrangements: <b>on the day of the change.</b>	✓	✗	✗	✓
To discuss/ask general questions about <i>classroom, playground or school</i> procedures / routines / changes / requirements.	✓	✓	✓	✓
To provide reason for student absence	✓	✓	✓	✓
To discuss a specific and recent <i>classroom or playground</i> incident requiring a quick response	✓ Request a call back	✓ Request a call back	✗	✓ Request a call back
To request information that requires a quick response.	✓	✗	✗	✗
To provide and/or discuss personal or confidential information about your child	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet
To discuss student progress	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet
To raise or discuss a concern about a school matter	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet	✓ Request a call back or time to meet

\* Please note that the school email account is monitored throughout the day, unlike teachers' own work email accounts.

[sthwestroc-p.school@det.nsw.edu.au](mailto:sthwestroc-p.school@det.nsw.edu.au)

### FOLLOW THESE STEPS TO ADDRESS A CONCERN\*

<b>Step 1:</b>	Contact the teacher via the school email, <i>Class Dojo</i> or a phone call to the school office indicating that there is an issue and/or requesting an appointment. The teacher will respond within 24-48 hours.
<b>Step 2:</b>	If you send an email or message to the teacher, please state the general concern without detailing all the specifics. We have found that the best way to develop a shared understanding and resolve these types of concerns is to discuss them.
<b>Step 3:</b>	The teacher will connect with you to understand the issue and work with you to resolve your concern. If necessary, the teacher will offer a time for a face to face meeting.
<b>Step 4:</b>	If you and the teacher cannot resolve the concern, please ask that the Stage Supervisor (Assistant Principal) participate in the problem-solving process. If the concern remains unresolved, the matter will be referred to the Principal.

\* Contact the principal directly if your concern is complex, confidential, of a child protection nature or relates to whole school processes.