

## Parent/Caregiver Communication Information

At the Mid North Education Centre, we use various methods to communicate with families to ensure effective collaboration about their child's education and needs.

### Communication Opportunities at Mid North Education Centre

#### Teacher Communication

- Meetings and phone calls with teachers can be scheduled via email or by phone.
- Written communication in the student diary.

#### Assessment and Reporting

- One plan meetings with families/carers - Term 1 and Term 3.
- Reports - Term 2 and Term 4.
- Termly overviews sent home at the start of each term.

#### School Communication

- Newsletters - published weeks 3, 6 and 9 each term.
- SMS text messages - used to send information and reminders about upcoming events.
- Phone - (08) 8632 1091
- Website - <https://midnorthecc.sa.edu.au/>
- Email - [dl.0214.info@schools.sa.edu.au](mailto:dl.0214.info@schools.sa.edu.au)
- Facebook page - <https://www.facebook.com/midnorthecc>



## Parent/Caregiver Communication Policy

The Mid North Education Centre's communication policy aims to foster positive, respectful, and meaningful relationships within our school community. We are committed to providing parents and caregivers with opportunities for open and authentic communication, ensuring that together we can support the success of our students.

### School Communication Methods



**Telephone:** [\(08\) 8632 1091](tel:0886321091)

- For urgent matters, student absences, enquiries, changes to contact details, or to arrange a time to meet with teachers/leadership, please contact the office by telephone.
- Office hours are 8:30am-3:30pm.
- Please refrain from contacting staff members on their personal mobile phones.



**Automated Text Message Service:**

- MNEC uses an automated text message service (EMS) to notify parents and carers of unexplained student absences. Parents and carers are asked to respond to the automated text message service to explain their child's absence.
- Text messages may also be used to contact parents and carers in regard to other matters including school closure due to extreme weather events, reminders about upcoming events, excursions, student free days, one plan meetings, etc.



**Email:** [dl.0214.info@schools.sa.edu.au](mailto:dl.0214.info@schools.sa.edu.au)

- All families are requested to provide their email details on enrolment.
- All enquiries should be addressed to the email provided above.
- Teachers will respond to parent/carer emails at their earliest convenience.



**Website:** <https://midnorthecc.sa.edu.au>

- The school website contains information about the school including important policy and school reporting documentation.



**Facebook:** <https://www.facebook.com/midnorthecc>

- The MNEC Facebook Page is used to provide updates on events and activities for the school.



**Newsletter:**

- School newsletters are distributed via email in weeks 3, 6 and 9 of each term and can also be found on the school website.
- The newsletter will update families on what students are learning and news from the term.



**Report Cards:**

- Semester report cards are distributed via email twice per year - at the end of terms 2 and 4.



**Assessment and Reporting:**

- One Plan meetings occur in terms 1 and 3.
- Termly overviews are sent home at the start of each term.



## Face to Face Communication:

- Appointments with teachers / school leaders can be made by contacting school admin.
- If you wish to schedule a time to discuss a matter with the teacher, times should be arranged for outside of the school day (8:30am-3:15pm) unless negotiated otherwise.



## Information Evenings:

- Information evenings will occur in week 3 of term 1 annually to outline the year ahead.
- Teachers and school leadership will discuss processes, procedures, expectations and curriculum.



## Student Diary:

- Student diaries are used for daily communication.



## School Opinion Survey:

- School Opinion Surveys are undertaken annually and are designed to obtain the views of parents and carers, students and school staff on what they do well and how they can improve.

## Expectations

### School Staff:

#### Staff will:

- Promptly contact a student's parent or carer by phone or email to discuss any concerns.
- Respond to parent or carer emails as early as practical.
- Use clear and respectful language.
- Not check emails during student supervised times.

### Parents and Carers:

#### Parents and carers will:

- Provide the school with current contact information, including phone numbers and email addresses.
- Not contact teachers on school email addresses about personal matters.
- Not contact teachers on their personal mobile phones/social media/ email.
- Only send non-urgent messages via email; for urgent changes, such as pickup arrangements, please call the school office.
- Call administration for medical or health concerns.
- Avoid discussing academic progress, learning expectations, or behavioral issues in detail via email. Instead, arrange a meeting with the teacher. Once agreed, email can be used for ongoing communication.
- Direct all school-related matters to the school rather than approaching other students or parents directly.
- Use clear and respectful language.
- All communications should only include school matters and should not include any outside conflict of interest that may arise (professional or personal).



# Mid North Education Centre

*Making a difference by engaging and empowering*

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