



# ARDEER SOUTH PRIMARY SCHOOL

## COMMUNICATION WITH SCHOOL STAFF

### Purpose

This policy explains how Ardeer South Primary School proposes to manage common enquiries from parents and carers.

### Scope

This policy applies to school staff, and all parents and carers in our community.

### Policy

Ardeer South Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please contact the school office by phone 93632768 or email [ardeer.south.ps@education.vic.gov.au](mailto:ardeer.south.ps@education.vic.gov.au) or add the absence via the school's communication app 'Compass'.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 93632768.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact the classroom teacher or the school office.
- to make a complaint, please contact the Principal via the contact details above. Please also refer to our complaints policy, available: [https://www.ardeerst.sponsored2.com/uploaded\\_files/media/complaints\\_march\\_2019.pdf](https://www.ardeerst.sponsored2.com/uploaded_files/media/complaints_march_2019.pdf)
- to report a potential hazard or incident on the school site, please contact the Principal via the contact details above
- for parent payments, please contact the school office via the contact details above
- for all other enquiries, please contact our office on 93632768.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## **Communication**

Communication is used to inform current and prospective staff, parents and families of our commitment to the successful development of our students, to provide a secure and positive environment for all and address issues in a proactive manner.

Respectful, open and timely communication is at the centre of the parent-school relationship. The protocols in this policy will ensure that all community members continue to work together in a positive and respectful manner to ensure the growth and learning of all students. It also outlines the most appropriate and effective methods for parents to communicate with the school and the communication guidelines for staff and students to follow.

### **What parents can expect**

- Regular communication from the school (e.g. fortnightly electronic newsletters, regular Compass notifications, Facebook posts celebrating learning successes);
- Class afternoon information sessions-early Term 1 . Formal Student Reports sent via Compass at the end of each semester; opportunities for parents to discuss reports with teachers
- Opportunities to meet with the teacher by appointment;
- Updates about important developments in the child's class (e.g. excursions, student teachers, special events etc);
- Notification of any serious single issue or ongoing issues concerning their child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications responded to within five working days.
- Assemblies for parents to attend are held on Wednesday afternoons at 2:45pm

Many of the teachers at Ardeer South Primary School will exceed these expectations, for example by more frequent messages. However, these are the minimum expectations for all staff members.

### **When communicating with teachers or staff what parents cannot expect:**

- School staff returning calls after work hours;
- Emails / messages to be answered in the evenings or weekends;
- Access to teachers' private phone numbers or emails
- Weekly or daily updates regarding their child's ongoing progress at school (unless under special circumstances)

### **When should you contact your child's teacher?**

- Changes in family circumstances;
- Medical issues that change or arise;
- When you have child related good news to share;
- Safety issues or changes in behaviour at home;
- If you have concerns about your child's academic or social progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected,
- If your child has head lice or a contagious disease.

### **What information must be communicated to the school office?**

- Absence due to sickness reported on the day of each absence; Planned absences (e.g. medical appointments).
- Any issues related to custody or access; and
- changes in address or contact details

**When you have last minute information for the teacher:**

- Speak to the teacher between 8:30 am and 8:45 am (for messages less than two minutes);
- Send a note; or
- Call the office and leave a message for the teacher.

**Communication that interferes with teaching and learning**

- Visiting the classroom during the teacher's preparation time before school or during the school day without an appointment;
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students; and
- Talking to other parents rather than discussing issues directly with staff members. Remember that you are the model of how you want your child to communicate.

**When is a face-to-face meeting appropriate?**

Electronic communication, such as email or Class Dojo, is highly convenient and can be used for short, nonurgent and positive forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face meeting so that your issues can be given the time and attention that they deserve. If in doubt, schedule a meeting.

**When should I contact the Principal or Assistant Principal?**

For most discussions, the classroom teacher will be parents' first point of contact. However, where conversations involve more complex matters and require more additional support the leadership team (Principal and Assistant Principal) should be involved. Either a staff member or a parent may request the involvement of the school leadership team at any time.

To increase mutual respect parents must at all times adhere to the Parent Code of Conduct Policy and our Child Safety Policies and Guidelines.

**Interpreting Services**

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the school office for more information.

**Requests for information**

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters. Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit  
Department of Education and Training  
2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
foi@education.vic.gov.au

## REVISION HISTORY

School Council approval not required.

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Does not require School Council approval - consultation only.

Version	Date Created	Date Ratified at School Council (if required)	Revisions Made	Leader of Policy	Next Policy Review
Version 1	June 2020	10/08/2020	Developed in line with DET guidelines	Stuart Telford	June 2024
Version 2	October 2022	04/10/2022	Developed in line with DET guidelines Including additional communication protocols and attached Code of Conduct for Parents	A Markham	Oct 2026
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