Communication with School Staff Policy

Old Orchard Primary School

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Purpose

This policy explains how Old Orchard 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

Old Orchard Primary School understands the importance of providing helpful and timely responses to 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 or log the absence via the Parent Portal
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9877 7899
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher in the first instance
- for enquiries regarding camps and excursions, please contact please contact your classroom teacher in the first instance
- to make a complaint, please contact the Principal/Assistant Principal on 9877 7899 or old.orchard.ps@edumail.vic.gov.au Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the front office on 9877 7899
- for parent payments, please contact the Business Manager on 9877 7899
- for all other enquiries, please contact our Office on 9877 7899 or old.orchard.ps@edumail.vic.gov.au

Expectations of school & staff:

- staff are expected to communicate respectfully and honestly
- staff school email addresses will be made available to parents
- staff will endeavour to respond to emails and phone calls within 48 hours initially and if a more detailed response is required or appropriate, within 7 days (*while many staff do complete administrative work in the evenings or on weekends, this is not an expectation or requirement of their role)*
- staff will communicate respectfully and honestly
- the school will provide timely notification of school events & activities wherever possible

Expectations of parents

- parents are expected to communicate respectfully and honestly (*aggressive communication is not acceptable and staff have been advised to discontinue such interactions and refer the matter to the Principal or Assistant Principal)*
- parents are reminded that staff are not always available for 'on the spot' meetings, particularly before or immediately after school
- remember that your child may not always have told you the entire story – take the time to listen to your child and also to speak calmly with the teacher
- in general, it is most effective to raise a concern with the class teacher in the first instance – following up with an email summarising the discussion is also a useful strategy
- if an issue is urgent, contact the Principal / Assistant Principal directly
- parents are expected to read information that is distributed in relation to school events, activities and procedures

Review Cycle

This policy was last updated in 2018 and is scheduled for view in 2021.