



Old Orchard Primary School

Communication with School Staff Policy

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@education.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

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 Principal or 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

Review Cycle and Evaluation

This policy was last updated - September 2021

Consultation – N/A

Approved – Duncan Cant (Principal)

September 2021



Next scheduled review date – Review scheduled for August 2024

Communication of policy – Enrolment packs

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