

COMMUNICATION

Koroit and District Primary School

Rationale:

At Koroit and District Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships. We believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. As a school we are committed to working together to meet the various needs of our school community. Central to achieving this is trust and open, effective communication between all members of the school community. We are committed to a proactive approach to communication and problem solving.

Aims:

- Effective communication between all school community members takes place.
- Processes are in place which allow for open and honest communication amongst all school community members.
- Confidential information is managed in a manner consistent with community expectations, professional standards, duty of care and legal obligations.
- Clear, positive and fair processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner.
- Positive, productive and harmonious school environment is maintained.

Implementation:

Passing on messages to teachers or students:

When a parent wishes to leave a message for their child or the teachers regarding changes of arrangements or absence/late arrival explanations or to make an appointment, please leave this message with the office administration staff. Students are not permitted to use messenger or phones to message parents during school hours. Any urgent messages must go through the office. Parents should not be using messenger or phones to contact students during school hours. As stated above, all messages should go through the office.

Procedure for contacting a classroom or specialist teacher:

When a parent wishes to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue. Contact should be made using one of the following approaches:

1. Contact the school, either by phone or coming to the office personally, and ask a school administration officer to arrange for the teacher to contact you to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
2. Contact the appropriate teacher in writing or via email, asking them to organise a suitable meeting time.
Email: Koroit.ps@edumail.vic.gov.au
3. Speak briefly with the appropriate teacher, either before or after school hours (not at a time when they are teaching or on yard duty), and ask them to arrange a suitable meeting time. Teachers are also often required to attend meetings and professional development activities immediately after the end of a school day and

therefore an appointment is required so they we can be sure enough time is made available to adequately address any parent concerns.

4. Write a note in the diary outlining your request.
5. **Please note** personal messages or queries regarding individual students on Facebook Messenger to the office or the teacher are not acceptable modes of communication.
6. **Please note it is not acceptable to raise negative comments on the school Facebook page. All concerns or queries should be directed to the office.**
7. **General enquires are accepted on Facebook Messenger.**

Procedure for contacting other school personnel:

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole school, their child's wellbeing or relates to a school policy or matter, the procedure is to:

- Contact the Principal, or a relevant School Leader, using one of the three approaches outlined above. Every effort will be made to address the issue with class teacher or specialist involved prior to meeting with the principal however serious concerns can be taken directly to the Principal.

When parents have a concern or wish to discuss an issue relating to a member of staff or of a sensitive nature, they should make an appointment with the Principal by contacting the school office, either by phone or coming to the office personally and asking the Office Manager or an administration officer to arrange a suitable meeting time.

In all cases if the matter is urgent and/ or relates to the possible risk or harm to a student, a member of staff or another member of the school community, the Principal should be informed immediately and the urgency of the matter conveyed. The Principal will determine who is the most appropriate person to deal with the issue and the process to work towards a resolution, as well as ensuring that contact is made as soon as possible.

Koroit and District Primary School will deal with all complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner. In working through any issues a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in confidence and not discussed with any other persons, excepting those directly involved (refer the grievance and complaints policy).

Anonymous complaints will not be accepted or acted upon.

Resolving matters of concern are best achieved through face-to-face contact with the appropriate person. Emails and letters should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion.

Formal meetings will be minuted and all persons involved will receive a copy of the minutes. Any correspondence received by the school will be kept in a secure file.

All parties must adhere to the Dignity and Respect Statement from DET

Issues arising between students and families:

It is not appropriate for a parent to approach the children of other families or their parents with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal and not discussed with other persons.

Evaluation

This policy will be reviewed as part of the school's three-year review cycle.

Approved by School Council on	May 2017
Review Date	