

# Communication with school staff policy



## Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office on (03) 9303 9335

## RATIONALE:

Roxburgh Park Primary School is committed to providing a safe, inclusive and supportive environment which promotes open, honest and timely communication in a respectful and constructive way. We believe that this will strengthen relationships, build positive partnerships and enhance the wellbeing and learning opportunities for our students.

As a school community 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

## SCOPE:

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

## AIM:

The aim of this policy is to:

1. Establish clear expectations for staff and parents in the use of electronic methods of communication. This includes email, Facebook, Sentral and so on.
2. Acknowledge the potential benefits of open and easily accessed communication via electronic methods, and to also understand the possible short comings.
3. Clearly articulate the school's commitment to the positive use of electronic communication.
4. Implement a policy which ensures a safe workplace for staff and supports them to effectively balance their work and home life.

## POLICY:

Roxburgh Park 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:

Roxburgh Park Primary School will use a range of strategies to communicate effectively with the school community.

The main source of school community information is the Sentral portal. This is an important tool and it is the responsibility of families to check Sentral and read the News Feed posts to stay abreast of the current happenings at the school.

- It is the parent/carers responsibility to ensure they keep up to dates with key dates and events for the school. Key dates will be published in the School Newsletter and Via Sentral. One reminder at a minimum will be posted via Sentral 7 to 3 days prior to the event.
- It is also the parents/carers responsibility to ensure that their current email address is up to date so that communication is ongoing and available to use as required.
- It is acknowledged that teachers have time constraints during the school day and issues or concerns are best dealt with when uninterrupted time and attention can be given to them. 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 class should be informed immediately, and the urgency of the matter conveyed

#### **Curriculum and class information:**

- Teachers and year level teams will communicate curriculum information via Sentral and Newsletter.
- Extra and incidental curriculum information may be sent via Sentral throughout the year and is done so at the discretion of each learning team

#### **1. Guidelines for communication- appropriate use of email**

Roxburgh Park Primary School considers email a vital communication tool and recognizes the importance of proper email content and speedy replies. Nevertheless, the high volume of email traffic and the resultant impact on workload issues necessitates some guidelines for all users of the school's email system. All emails to staff should come through the schools DET email address roxburgh.park.ps@education.vic.gov.au. Emails will be directed to the relevant persons, and families are asked to consider that as teachers are not always online due to teaching and meeting responsibilities, their response times may take from 2 to 4 days within the working week.

#### **2. Guidelines for communication- Phone**

Roxburgh Park Primary School encourages parents and staff to use the telephone as an important tool to communicate personal concerns and issues that cannot be discussed via email. It is also important that all conversations by all parties are respectful and courteous. Telephone communication is also useful for queries, urgent messages that need to be relayed to students and teachers, and student absences. Staff may not always be able to return telephone calls during the normal school day and may take up to 48 hours to return the call. Email may then be used to respond to the call and arrange a meeting time. Staff private phone numbers are not to be given out to parents. Parents are advised that if they wish to contact staff by phone, they are to call the school during working hours.

#### **3. Guidelines for communication – Social media**

Roxburgh Park Primary School has a Facebook page and an Instagram account as a form of supporting the communication around social events and happenings at the school to the wider community. Sentral will continue to be used as the main source of providing our community with instant notifications and reminders of daily events. This is an information service app which allows parents/carers to also notify the school of absences, change family details and make contact with the school. To support the positive intent of social media platforms, it is important to remember that:

- Social media is one form of communication from the school but not the main form and is not a forum for open discussion
- Social media such as Facebook and Instagram is used by the school to promote school happenings and positive stories about the school community.
- Social media is used to build a sense of community
- The moderator has the right to withdraw inappropriate comments and discussions. Social media could be used to supplement and highlight information from the newsletter and available on Sentral

### **PARENT/CAREGIVER COMMUNICATION PROCEDURE:**

#### **Contact for classroom teacher:**

The child's classroom teacher is the primary contact for school matters relating to a child which may include the following:

- General classroom related questions, information- sharing and concerns
- Learning/academic questions and concerns
- Changing in family circumstances
- Friendship concerns and or issues in the yard
- Extended family illness
- Family holiday or absences that are known before time
- Difficulty getting to school/school refusal
- General mental health, wellbeing and behavioural concerns
- General information pertaining to a child
- Bereavements
- Concerns regarding other students.

*The classroom teachers can be contacted through:*

1. Email: [roxburgh.park.ps@education.vic.gov.au](mailto:roxburgh.park.ps@education.vic.gov.au) - include in subject line ATT: (classroom teacher name)
2. Phone: 9303 9335

Allow 48 hours for staff member to return your call or 2 – 4 working days to return emails.

If a classroom teacher requires support or deems an issue to require leadership attention, they will escalate concerns with relevant staff.

**Contact for the Wellbeing and Inclusive team for:**

- Provide information pertaining to your child diagnosis
- Share sensitive documents (e.g. allied health assessment reports or recommendations)
- Communication time sensitive/imminent concerns regarding your child's mental health and wellbeing

**Contact School Leadership/principal:**

- Grievances and complaints
- School operations matters
- Child protection matters
- Concerns relating to school policies
- An escalation of your concerns in you are dissatisfied with how it has been managed by the classroom teacher

The School Leadership and/or Wellbeing & inclusion Team can be contacted through:

Email: [principal@roxburghparps.vic.edu.au](mailto:principal@roxburghparps.vic.edu.au)

Phone: 9303 9335 – leave a message or arrange a meeting.

Allow 48 hours for staff member to return your call or 2 – 4 working days to return emails.

## **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 front office on (03) 9303 9335 for more information.

## **COMMUNICATION**

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## REVIEW CYCLE

<b>Policy last reviewed:</b>	<b>Approved by Principal on:</b>	<b>Scheduled for review:</b>
May 2024	May 2024	Feb 2027