

MOONEE PONDS WEST PRIMARY SCHOOL
COMMUNICATIONS PROTOCOLS – PARENTS/CARERS.

Purpose

The Parent/Carer Communications Protocols provide the structures and processes in which parents/carers can communicate with staff at Moonee Ponds West Primary School. This document is an addendum to the Communication Policy and should be read in conjunction with that Policy.

Implementation

COMPASS is to be recognised as the main communication tool for all stakeholders of the school.

If a parent/carer wishes to raise a concern or query regarding their child, they should contact the classroom teacher in the first instance. If the concern or query is not resolved, parents/carers should contact the Foundation-Two or Year 3-6 Sub-school Leaders. The Assistant Principal or Principal should only be contacted in relation to a matter if all efforts have been made to resolve this via the classroom teacher or Sub-school Leader.

Communications by phone

Staff will contact parents/carers to report on academic, safety or health areas either at the request of parents or at teacher discretion.

Where a parent/carer request to be phoned has been received by the General Office, the relevant staff member will be notified via email.

The relevant staff member will acknowledge receipt of the phone call via COMPASS email and response will occur within 48 hours (two school days) of receipt.

All interactions are to be professional and reflect the relevant AITSL Standards and the Department of Education Values. (Refer to Statement of Expectations)

Communication via email

Staff will contact parents/carers to report on academic, safety or health areas either at the request of parents or at teacher discretion.

Staff will email parents/carers via COMPASS.

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Staff will respond to parent/carer's email during school business hours (8.30am-5.46pm).

The relevant staff member will acknowledge receipt of the email via COMPASS and a response will occur within 48 hours (two school days) of receipt.

All interactions are to be professional and reflect the relevant AITSL Standards and the Department of Education Values. (Refer to Statement of Expectations)

Communication in person

Parents/carers will be able to speak with teachers briefly (approximately 5mins) about school events between 8.45-9.00am and 3.30-3.45pm.

If parents/carers need to speak with teachers for longer than 5mins, they can request a meeting with the teacher at a mutually suitable time.

Parents/carers are provided with the opportunity to meet with teachers at scheduled times during the year including February (Meet the Teacher), Term 3 (Three-way Conferences) and Term 4 upon request (end of year reporting).

All interactions are to be professional and reflect the relevant AITSL Standards and the Department of Education Values. (Refer to Statement of Expectations)

Ratified by School Council 28.10.19

