



# Lockleys North Primary School

55 Malurus Avenue, Lockleys SA 5032  
Telephone: 8443 5544 | Fax: 8234 2576  
Email: dl.0911.info@schools.sa.edu.au

## Communicating with School Staff *Lockleys North PS POLICY*

We will

Strengthen our sense of belonging and pride in our school



Lockleys North Primary School aims to provide effective communication between students, staff, families and the wider community. In doing so, we continually reinforce the importance of the role families play in supporting and strengthening student learning and wellbeing.

Parents are encouraged to actively engage with the school. This relationship is vital in maintaining a positive and productive school community and is an important part of every student's learning and wellbeing.

Students achieve better outcomes when schools and families work together to support student learning; when families and school staff work together in a relationship where all individuals respect, value and trust one another and contribute to supporting the needs of a child.

Lockleys North Primary School staff are highly committed to maintaining effective communication with parents and carers. We maintain supportive relationships by modeling the importance of respectful and positive relationships and interactions.

Families and LNPS contribute to a successful, respectful and trusting learning partnership through:

- Face to face meetings
- Emails
- Phone calls
- Written notes
- Goal setting Conferences (Term 1 and Term 3)
- Written Student Reports (Term 2 and Term 4)
- Annual Report
- Whole school community events
- Whole School Newsletters
- Teaching and Learning Newsletters
- Facebook
- Education Evenings
- Sentral Parent Portal

Staff prioritise time spent teaching and building a positive learning environment, and they will often not get the chance to check messages or emails during the school day. For non-urgent matters, staff will respond to your email and/or phone messages during working hours or when practicable. In most cases we endeavour to do this within three days.

It is important that parents and carers follow communication protocols to ensure a collaborative dialogue at an appropriate time. As it is expected of all staff at LNPS to communicate respectfully and professionally, we expect the same from our families and the wider community.

If you would like to raise a sensitive or complex issue with your child's teacher, you are welcome to send a brief email outlining your concerns. Teachers will make a time to talk about the matter in person or over the phone so that the issue can be given the depth of discussion it deserves.

For communication between families and school to be effective and efficient, urgent messages should be communicated via the Front Office as this will ensure your message is received as soon as possible.



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## Face-to-face meetings

Building positive relationships with families is a priority for staff at LNPS, and we welcome parents to drop in before and after school to say hello or relay quick messages. However, if you wish to discuss a matter with your child's teacher that would require an in-depth discussion, it is **important to make an appointment** and have this conversation confidentially.

Morning drop off and afternoon pick up or another school event are not ideal times to have in depth conversations, as teachers and school leaders are on duty supervising students. If they were to engage in one-on-one conversation of any length with a particular parent this may cause them to neglect their supervision duties to all students.

Due to obligations for teaching, supervision, meetings and extra-curricular activities, it will be rarely possible for a staff member to meet with you immediately. If there is an urgent matter you need to discuss with a member of school staff, please contact the school office directly. Staff will endeavour to meet with you as soon as possible.

Your child's teacher or school leader may also contact you to arrange a face-to-face meeting to discuss a particular issue regarding your child.

## Phone calls

All phone calls to school staff should be via the school Front Office. Teachers and school leaders will ordinarily be teaching or meeting during the school day and are not normally available to speak with you immediately, but the school office will take a message and alert the staff member as soon as practical.

If a matter is urgent, please alert the Front Office accordingly. Urgent matters include urgent health issues impacting students (eg. forgotten medication), police issues or serious issues impacting student wellbeing.

## Emails

Emails are an effective way to communicate with your child's school.

For non-urgent matters school staff will return your email or enquiry within three working days during school term time. School staff are not required to return emails at night or on weekends and ordinarily will not be checking emails during those hours.

For urgent matters, parents and carers should phone the school Front Office directly so there is no delay in attending to the matter, as there may be a delay in receiving emails.

## Social Media

To create a welcoming, safe and active community, it's important that **all** members of the LNPS community:

- Do not 'friend', 'follow' or subscribe to posts from students
- Block or report posts created by others as spam
- Speak positively to and about the community in online environments
- Be respectful and professional when communicating and referring to any member of the LNPS school community (staff, student and families)

The name of a school is a private trademarked entity. Parents/guardians are not to set up groups in the school name on social media without consultation with and consent from the school's principal.

## Written notes

Primary school parents/guardians should feel free to send their child to school with a note for the office or their teacher.