

WHO	ABOUT	For Example ...	HOW
Class Teacher	Your child's learning progress, behavioural or emotional issues. N.B. It is not appropriate to raise issues face-to-face during school hours as this does not allow your teacher to give their full attention or pay due consideration to the issue.	Absences Positive Feedback Playground issues Home learning including reading Queries about excursions or class events Classroom help	Email your teacher directly Written note Face-to-face meeting after contacting the teacher to provide prior notice and to set an appointment time Response Time: routine communication within 2 school days; more complex issues requiring investigation within 5 school days.
Assistant Principal	Your child's learning progress, behavioural or emotional issues if: - You see the issue as a year-level-wide or school-wide concern - Students from several classes are involved	Playground issues across classes Positive feedback for the year level team Major curriculum issues Inconsistent messages/expectations from teachers across the team Complex student issues Student welfare (e.g. bullying, psychology, integration aides)	Email the AP directly or via school office Written note Face-to-face meeting Phone message via the Office Response Time: acknowledged within 2 school days with proposed further steps if necessary.
Principal	Your child's learning progress, behavioural or emotional issues if you feel you have unsuccessfully tried other channels. Use of school facilities out of hours School management.	School safety issues Very complex, serious or confidential matters School management including all staff issues	Email directly or via school office Written note Phone call via the Office If necessary, arrange a meeting Response Time: acknowledged within 2 school days with proposed further steps if necessary.
School Council	School-wide issues. N.B. School Council is not responsible for any teacher-specific matters such as employment; these are the responsibility of the Principal	Grounds and safety, including buildings and environment and OHS School communication, promotion and community engagement Finance and budgets Outsourced programs, including ROSH, lunch orders, Snack Shack, uniform	Email via school office Written letter to School Council President or School Council members Response Time: in line with the next School Council meeting (as published on the school website).
Ripper Families	Questions or comments about school social and fundraising events, school culture or Class Representatives.	Social events Fundraising Communication Volunteering	Email: ripperfamilies@gmail.com Face-to-face Response Time: 1-5 school days depending on urgency.
School Office	Administration issues. First point of contact if unsure who to direct your enquiry to.	OHS including immediate repair works School fees and payments Arranging meetings with Principal or AP Urgent messages for staff or students General school related queries	Phone call or email Face-to-face Response Time: the school office can be extremely busy, particularly directly before and after school, and every effort will be made to assist promptly.
Class Rep	Class protocol or activities Out of school hours class activities	Class parties or social functions Information about extra-curricular activities	Email or Phone call Response Time: 1-5 school days depending on urgency.
Website or Compass	Reporting an absence School policies and strategic plans Dates, including assemblies	Links to: class blogs, online learning resources, school calendar, student reports	www.ripponleaps.vic.edu.au