



Brunswick South-West
Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Brunswick South West Primary School (BSWPS) proposes to manage common enquiries from parents and carers, in a respectful and inclusive way.

SCOPE

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

POLICY

BSWPS 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.

Procedure for contacting the office

- To report a student absence, parents should report the absence on the Compass Parent Portal or contact the General Office on 9387 6886.
- To report any urgent issues relating to a student on a particular day, parents should contact the General Office or the student's classroom teacher on 9387 6886.
- Parent payments can be made directly through the Compass Portal or by contacting the office on 9387 6886.
- For all other enquiries, the School Office can be contacted on 9387 6886.
- To report a potential hazard or incident on the school site, the Principal or Assistant Principal should be contacted on 9387 6886.

Procedure for contacting a classroom teacher

- To discuss a student's academic progress, health or wellbeing, parents should contact their child's classroom teacher as a first step. They can do this either by email (using the Compass Portal) or by phone on 9387 6886 to make an appropriate time to speak directly to the teacher

- Staff who wish to discuss a student's academic progress, health or wellbeing, will contact the parents or guardians to arrange a meeting.
- Teachers are not available to answer phone calls or come to the office during teaching time or whilst on yard duty. Teachers are also not available during scheduled weekly after school staff meetings and professional development sessions.
- For enquiries regarding camps and excursions, parents should contact the camp coordinator for the individual camp. The camp coordinator's name will appear on all correspondence concerning the camp. Parents can phone the school on 9387 6886 and request to speak directly with the camp coordinator.

Procedure for contacting school leaders

If a parent or guardian has spoken with their child's classroom teacher and needs further support or clarification the following steps are to be taken:

- Contact the Principal, Assistant Principal or a relevant school leader, by emailing emma.fuller@education.vic.gov.au or jacqueline.lucas@education.vic.gov.au or by calling the General Office on 9387 6886.
- 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, email or coming to the office personally, and asking 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.
- To make a complaint, parents should contact the Principal or Assistant Principal on 9387 6886. They may also refer to our Complaints policy, available at <https://brunswicksw-ps.vic.edu.au/>

School staff will do their best to respond to general queries as soon as possible but ask that parents allow 2–3 working days for teachers to provide a detailed response. Teachers will endeavour to respond to urgent matters within 24 hours where possible.

BSWPS welcomes parents into the classroom between 8:50-9.00am each morning. This is a time when parents can settle their child and engage with the learning environment. However, this is not an appropriate time to raise concerns or discuss student progress with the class teacher.

Forms of Communication to parents/carers

Information relating to the school is communicated through the following:

- Compass
- School Website
- Newsletter (fortnightly)
- Email, telephone and text messages sent to mobile phones
- Assembly (weekly)
- School Council meetings and sub committee meetings - dates published in School Calendar
- Office Staff

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 General Office for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

COMMUNICATION

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

RELATED POLICIES

Concerns and Complaints Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2023
Consultation	Staff and School Council

Approved by	Principal
Next scheduled review date	November 2026