



100 School Management

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PURPOSE

Cairnlea Park Primary School acknowledges the importance of clear channels of communication between all members of the school community. These relationships are vital to maintaining a positive and productive school community and are essential to student learning and wellbeing.

At Cairnlea Park Primary School we are committed to open, honest and timely communication. We are also committed to communication being respectful, measured, sensitive and constructive.

This policy will explain how to best communicate your feedback, requests, questions or concerns and to whom. We aim for all parents to play an active role in the school and your child's school life. This should be your first point of reference when needing to contact the school, so that communication can be as efficient as possible, ensuring the whole community can work effectively as a team.

AIMS

- That effective communication between all school community members takes place.
- That processes are in place which allow for open and honest communication amongst all school community members.
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations.
- That clear, positive and fair processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner.
- That open and respectful, two-way communication is available to all members of the community.
- That all stakeholders can confidently voice their opinions and concerns and have these acknowledged.

GUIDELINES

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

- The main sources of school community information is the newsletter and the Compass parent portal, these platforms are an integral tool for communicating the school events and procedures to the school community. The newsletter is published fortnightly at the end of even weeks and distributed via Compass or a hard copy is available from the office.
- The school website contains current policies, newsletters and general information about the school.
- It is the responsibility of parents and carers to read the newsletter and parent notifications via Compass to stay abreast of the current happenings at the school.
- It is also the parents/carers responsibility to ensure that their current email 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 proper attention can be given to them.
- Wherever possible, appointments should be made in advance with the classroom teacher.

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.

Parents, children and staff members may nominate a person, ('communication advocate'), to assist them in resolving an issue or concern at school.

Cairnlea Park Primary School welcomes feedback, both positive and constructive, and is committed to continuous improvement.

Guidelines for complaints

We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

The school's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment,
- build relationships between students, parents and staff, and
- provide a safe working environment for staff.

Please refer to the [Complaints Policy](#) for an outline of the complaints process at Cairnlea Park Primary School.

Guidelines for Compliments

Cairnlea Park Primary School appreciates the time taken to compliment our school, staff and students. Compliments are an opportunity for our leadership team to identify best practice and acknowledge those involved.

- All compliments received in writing through the school email address, cairnlea.park.ps@education.vic.gov.au or the school office and will be forwarded to the Principal and Assistant Principal.
- Compliments received in recognition of our school will be shared with staff at meetings and may be communicated through school communications channels to the school community where appropriate.
- Compliments will be used to provide positive feedback to individual staff members.
- All compliments regarding our students will be shared with the relevant student(s), their class teacher and where appropriate, acknowledged at assemblies and through school communications channels.

Curriculum and class information

Teachers and year level teams communicate curriculum and classroom information via Compass.

Guidelines for communication- appropriate use of email

Cairnlea Park Primary School considers email a vital communication tool and recognises 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 Compass email system.

When using email, seek to:

- Facilitate a speedy response, try to limit emails to less than 200 words
- Clearly and concisely explain your issue or question
- Direct the enquiry to the most relevant person
- Emails coming through the Office will be forwarded to relevant staff at the earliest possible convenience
- Acknowledge 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.

Guidelines for communication- Phone

Cairnlea 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.

PROCEDURES

Contacting a classroom or specialist teacher:

When a parent wishes to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue. Contact should be made using one of the following approaches:

- Contact the school, either by phone or coming to the office personally, and ask a school administration officer to arrange for the teacher to contact you to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
- Contact the appropriate teacher in writing or via email, asking them to organise a suitable meeting time.
- Speak briefly with the appropriate teacher, either before or after school hours (not at a time when they are teaching or on yard duty), and ask them to arrange a suitable meeting time.

Contacting other school personnel:

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole school, their child's wellbeing or relates to a school policy or matter, the procedure is to:

- Contact the Principal, Assistant Principals or Student Engagement Coordinator using one of the three approaches outlined above.

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 or coming to the office personally, and asking the Office staff 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 the most appropriate person to resolve the issue, as well as ensuring that contact is made as soon as possible.

RELATED POLICIES AND RESOURCES

- [Complaints Policy](#)

EVALUATION

This policy was ratified by school council in June 2020 and is scheduled for review in 2024, or as required.