



FOOTSCRAY PRIMARY SCHOOL

Communication Policy



Rationale:

Effective communication is essential to ensure all stakeholders are informed. The ability to communicate openly and articulately in a wide range of settings is vital for the development of a strong partnership between home and school. It is essential that staff members of the school communicate information in agreement with established protocols so as to preserve the professionalism of the school, to protect the rights of individuals, to uphold our duty of care to students and to comply with departmental and legal requirements.

Aims:

To ensure that the communication of information is carried out correctly and in a timely manner that complies with school, departmental and legal requirements. Open and honest communication is encouraged at Footscray Primary School between all stakeholders, so that:

- effective communication between all school community members takes place
- processes are in place, which allow for open and honest communication amongst all school community members
- communication models key P.Y.P Attitudes such as integrity, cooperation, respect, empathy and tolerance
- confidential information is managed in a manner consistent with professional standards and legal obligations
- clear, positive and fair processes and guidelines are provided which allow issues or concerns to be discussed and resolved in a timely, effective and respectful manner

Implementation:

Procedure for contacting *classroom teacher*

Parents wishing to contact a member of staff to discuss matters relating to their child are asked to contact the teacher via footscrayps@edumail.vic.gov.au to organise a meeting time, giving a brief outline of the issue. Contact can also be made by using one of the following approaches:

1. Contact the school, either by email or phone to arrange a mutually suitable meeting time. Teachers are not available to answer phone calls or come to the office during teaching time or whilst on yard duty.
2. Contact the appropriate teacher in writing or via email, asking them to organise a suitable meeting time.

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, 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, 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.
- Footscray Primary School will deal with all complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner. In working through any issues, a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest of confidence and not discussed with any other persons, excepting those directly involved.
- Anonymous complaints will not be accepted or acted upon and nor will complaints being brought forward by a third person. We all need to be courageous when having challenging conversations.
- Resolving matters of concern are best achieved through face-to-face contact with the appropriate person. We encourage talking directly to the person face-to-face with the intention of developing an understanding of all perspectives. Emails and letters should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion.
- Formal meetings will be minuted and all persons involved will receive a copy of the minutes. Any correspondence received by the school will be kept in a secure file.

Issues arising between students and families:

No parent should approach the children of other families or their parents/carers with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal or Assistant Principal.