



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the front office.

PURPOSE

This policy explains how Langwarrin Park Primary School proposes to manage common enquiries from parents and carers.

SCOPE

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

POLICY

Langwarrin Park Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers.

The school's phone number is (03) 9775 7533.

The school's email address is langwarrin.park.ps@education.vic.gov.au

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:

- to report a student absence, please use the Compass portal.
- urgent communications to teachers or students are to be made via the front office.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Compass email to arrange a mutually agreeable time.
- for enquiries regarding camps and excursions, please contact [the classroom teacher via Compass email.
- to make a complaint, please refer to our *Complaints Policy* and follow the process.
- to report a potential hazard or incident on the school site, please contact the principal or assistant principal.
- for parent payments, please contact the finance office.
- for all other enquiries, please contact our front office.

LPPS welcomes feedback and is committed to continuous improvement. Please be aware that teaching staff have commitments between 8.45am-3.45pm each school day. If you would like a meeting with your classroom teacher, please contact them via Compass Email to request a mutually convenient time.

When addressing a complaint it is expected that all parties will discuss the issue in a respectful manner. Please refer to our *Complaints Policy* for details on the appropriate process.

School staff will do our best to respond to general queries as soon as possible and ask that you allow 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

We all deserve to be treated with courtesy and respect. That's our commitment to you. Disrespectful and threatening communication will not be tolerated and will be referred to Principal Class Officers for action.

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 school principal 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 .
- Reminders in our school newsletter .
- Hard copy available from school administration upon request.

PROTOCOLS FOR THE USE OF COMPASS EMAILS FOR COMMUNICATION AT LPPS

These protocols are designed to assist parents and teachers in the use of Compass as a formal communication tool at LPPS. They define appropriate and inappropriate use of the program. Please refer to the *Statement of Values and School Philosophy* policy for further details on the behavioural expectations for all members of the community.

What Compass should be used for from a parent's perspective:

- Non-urgent student issues e.g. location of student belongings; queries related to school curriculum, excursions, camps etc.
- Request and organization of meetings.

What Compass should be used for from a teacher's perspective:

- Classroom curriculum topics and activities.
- General inquiries e.g. Is any parent able to assist at next month's excursion?
- Behaviour Management feedback.

What it is not used for:

- Replacement of absence notes: absences must be notified via the Compass app or alternatively via the school absence phone.
- Inquiries about yard incidents. If an incident is serious enough then it should be dealt with via a Compass Email requesting an interview;
- A replacement for parent-teacher interviews.
- Complaints. Please refer to our *Complaints Policy* for details on the appropriate process.
- Early pick up requests (these must go through the office).

Please note:

It is expected that all teachers will use Compass on a regular basis as a communication tool

Compass emails should be sent during usual business hours. LPPS staff will respond to messages during business hours.

POLICY REVIEW AND APPROVAL

Policy last reviewed	October 2024
Consultation;	Education and Policy Subcommittee
Approved by	School Council
Next scheduled review date	October 2027