

RESPECTFUL COMMUNICATION WITH SCHOOL STAFF POLICY

Rationale

The Respectful Communication with School Staff Policy reinforces both the school values of inclusion, growth and improvement as well as enables an efficient and predictable communication process. Newport Gardens Primary School 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/s to assist them, the information below outlines key contacts for common queries. We also want to ensure that members of our community understand Newport Gardens Primary School's expectations for appropriate interactions with school staff.

Purpose

- To explain how Newport Gardens Primary School manages enquiries from parents and carers, and where these queries should be directed
- To ensure that members of our community understand Newport Gardens Primary School's expectations for appropriate interactions with school staff
- To ensure that all staff at Newport Gardens Primary School work in a safe and supportive environment
- To ensure that all parents/carers and visitors to our school behave in an appropriate and respectful manner to school staff at all times

Communication Guidelines

- To report a student absence, please: If your child is ill and unable to attend school, please notify the school of their absence by one of the following methods, in preferred order:
 - Logging your child's absence via the student management system Compass.
 - Calling the school 93912168
 - Providing (upon the child's return to school and within 3 days of the absence) a written note or email explaining why an absence has occurred.
 - Completing, signing and returning unexplained absence letters as received.
- To report any urgent issues relating to a student on a particular day, please contact the front office on 93912168.
- To discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- For enquiries regarding camps and excursions, please contact the front office on 93912168.
- To make a complaint, please contact Assistant Principal, on 93912168 or email Newport.gardens.ps@edumail.vic.gov.au. Please also refer to our Grievance/Complaints Policy, available: <http://www.newportgardensps.vic.edu.au/41-our-school/117-school-policies>
- To report a potential hazard or incident on the school site, please contact the Principal on 93912168 or email Newport.gardens.ps@edumail.vic.gov.au
- For parent payments, please contact finance officer on 93912168 or email Newport.gardens.ps@edumail.vic.gov.au.
- For all other enquiries, please contact our Office on 93912168 or email Newport.gardens.ps@edumail.vic.gov.au.

Response from School Staff

- School staff will do our best to respond to general queries as soon as possible and ask that you allow us [2 – 3 working days] to provide you with a detailed response. We will endeavour to respond to urgent matters within [24 hours] where possible.
- All email communications are to be sent through to the schools general email account, marked attention intended recipient. Newport.gardens.ps@edumail.vic.gov.au. Parents are not to email staff directly.

Respectful Communication Guidelines

Staff at Newport Gardens Primary School, including teachers, education support staff, office staff, the assistant principal/s and principal are committed to providing a supportive learning environment for all our students. Our staff take their work very seriously and feel privileged to be able to play an important role in each child's education.

All staff at Newport Gardens Primary School have a right to a safe and supportive work environment.

Newport Gardens Primary School expects that all parents/carers and visitors to our school behave in an appropriate and respectful manner to school staff at all times.

There will be a zero tolerance approach to any aggression, intimidation, threats or harassment of school staff, by any means (e.g. in person, by phone, by email, on social media etc). These behaviours may lead to exclusion from school grounds and school activities.

The principal may report aggressive, intimidating, threatening or otherwise inappropriate conduct to Victoria Police. The Department of Education and Training may also take legal or other appropriate action against community members or parents/carers who pose a threat to the safety and wellbeing of school staff.

Newport Gardens Primary School expects all members of our community to act consistently with our school vision of 'nurturing our future'. We are committed to ensuring that staff, parents/carers and students are able to work together in an appropriate and respectful way.

Policy Review Date: **This policy was last updated 11/9/2018**

