

## Parent Communication Policy

### School Policy

At St. John's Lutheran Primary we believe that positive, clear and effective communication between the School and its community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which the School seeks to facilitate communication between the School and parents/carers including:

- general School communications
- structured parent/teacher communications
- parent/carer initiated communications with teachers
- parent/carer initiated communications with respect to operational matters
- complaints management.

### General School Communications to Parents

General School communications to parents are facilitated through:

- the online publication of our weekly newsletter
- updates on our public website
- the School calendar
- the School Facebook page
- notes and other written communications provided to students to be passed on to parents/carers
- emails highlighting important information usually pertaining to the whole School, a year group, or a subject/class group
- Seesaw
- letters by post – used where email is not possible or is deemed inappropriate.

## **Structured Parent/Teacher Communications**

Structured parent/teacher communications are facilitated throughout the year via:

- entries in student diaries
- parent teacher interviews
- parent information evenings.

## **Parent/Carer Initiated Communications with Teachers**

Parents/carers should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments.

It is therefore usually difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- General curriculum enquiries should first be addressed to the Classroom Teacher and then the Principal if further clarification is required.
- Pastoral care enquiries should be addressed to the School Chaplain or Principal.

When seeking to arrange a meeting parents should make a formal appointment for either a telephone meeting or a face to face meeting.

Appointments can be made by telephoning the School office on 03 5523 3833 or by email [admin@stjohnsportland.vic.edu.au](mailto:admin@stjohnsportland.vic.edu.au)

Where possible we will endeavour to arrange relevant meetings within 3 days of receiving a request.

If a parent is dissatisfied with the response of a teacher, they should request an appointment with the Principal.

## **Courteous and Respectful Behaviour**

The School's teachers and staff endeavour to be courteous and respectful with our students, parents and the wider community. We also expect students, parents and others to be courteous and respectful with our staff.

All communications with teachers and School staff should be approached in a calm and non-aggressive manner.

## **Complaints Policy**

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher, or other member of School's staff, they may lodge a formal complaint which will be dealt with in accordance with our Grievance Policy which is available on our public website.

## **Emergencies**

Normally, a parent should not communicate with their child during school hours.

In the event of an emergency, parents are requested to contact the school office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent and the child.

## **Implementation**

St John's Lutheran Primary has set up a series of compliance tasks in CompliSpace Assurance, to ensure that key obligations under the Victorian Registration Standards and Guidelines are managed effectively.

**April 2020**