Help for non-English speakers

If you need help to understand the information in this policy please contact the school office on 9719 7202

PURPOSE

At Panton Hill Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, fairness and positive relationships where all members are respected and valued. We believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. Central to achieving this is trust and open, effective communication between all members of the school community.

AIMS

This policy explains how Panton Hill 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

Panton Hill 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 to assist them, the information below outlines key contacts for common queries to:

- report a student absence, please use the Xuno App.
- Report any urgent issues relating to a student on a particular day, please contact Office Administration on (03) 9719 7202
- discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via the front office to arrange a suitable meeting time. Please note that teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty
- raise concerns or make a complaint, please contact the Principal on 9719 7202. Please also refer to the PHPS School Complaints Policy
- report a potential hazard or incident on the school site, please contact Front Office on 9719 7202
- parent payments, please contact the Business Manager on 9719 7202
- for all other enquiries, please contact our Office Administration on 9719 7202 or email: panton.hill.ps@education.vic.gov.au School staff will do our best to respond to general queries as soon as possible and ask that you allow us [2 – 4 working days] to provide you with a detailed response. 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. We will endeavour to respond to urgent matters within 24 hours where possible.

SCHOOL TO COMMUNITY COMMUNICATION

Panton Hill Primary School will use a range of strategies to communicate effectively with the school community. These mechanisms include:

- electronic newsletters, the school website, team newsletters & Xuno
- three-way conferences, Information evenings, weekly whole school assemblies
- semester Reports and NAPLAN results
- student Support Group (SSG) meetings, as appropriate
- informal meetings with student and teacher or teacher and parent/carer.

Email Protocols for Teacher and Parent Communication

Panton Hill Primary School requests that parents use email to communicate for:

- Brief enquiries about general school matters
- Relevant information to the appropriate personnel e.g. classroom teacher, specialist teacher etc.
- Communications about an issue of concern in place of a communication book, when this has been agreed between the teacher and the parent/guardian (following a face-to-face meeting). We ask that emails are respectfully written. Emails coming through the Front Office will be forwarded to relevant staff at the earliest possible convenience.

REVIEW

This policy will be reviewed every 3-4 years as part of the PHPS review cycle.

ADDITIONAL RESOURCES

This policy is to be read in conjunction with:

- **PHPS Parent Code of Conduct Policy**
- **PHPS Communication of Policies**
- **PHPS Complaints Policy**