



# Communication with School Staff Policy

## RATIONALE

Knox Park Primary School welcomes participation and input from our parents and carers as they play a crucial role in the academic, social, emotional and physical development of their children. Knox Park Primary School also 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. All members of the school community have a right to an environment free from harassment.

## AIM

- To provide clear advice to parents and carers regarding who they should contact at Knox Park Primary School for common queries.
- To maintain an environment of respect throughout the school by interacting in a positive and co-operative manner.

## IMPLEMENTATION

- To report a student absence, please update the student record on Compass or email your child's Classroom Teacher. You may also contact the office on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.vic.gov.au) who will pass absence information on to the class teacher.
- To report any urgent issues relating to a student on a particular day, please contact the office on 9763 6533.
- To discuss a student's academic progress, health or wellbeing, please contact your child's Classroom Teacher via Compass.
- For enquiries regarding camps and excursions, please contact the teacher in charge of the event, or your child's Classroom Teacher via Compass.
- For enquiries regarding payments/receipts for camps and excursions, please contact the office on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.vic.gov.au).
- To make a complaint, please contact the Principal or Assistant Principal on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.vic.gov.au). Please also refer to our Parent Complaints and Grievances Policy.
- To report a potential hazard or incident on the school site, please contact the Office, Principal or Assistant Principal on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.vic.gov.au)
- For parent payments, please contact our Business Manager on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.vic.gov.au)
- For all other enquiries, please contact our Office on 9763 6533 or email [knox.park.ps@edumail.vic.gov.au](mailto:knox.park.ps@edumail.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 – 3 working days] to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## Requests for information

Parents and carers are entitled to information ordinarily provided to parents, including school reports and newsletters. Parents and carers seeking information above and beyond what is normally provided to families 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

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2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

## As a Parent and Guardian we ask that you:

- Approach any situation in a spirit of co-operation, understanding and genuine partnership.
- Demonstrate our values at all times within the school setting.
- Respect that all children, staff and parents have the right to feel safe at school.
- Are aware that bullying behaviour, including cyber-bullying has no place in schools and will not be tolerated. This is true for adult-to-adult, adult-to-child and child-to-child interactions
- Behave in a respectful manner at all times. Aggressive and/or threatening manner towards staff is not acceptable. All interactions between members of our community must be in keeping with the school's values. Parents or community members who harass members of our school will be managed in accordance with the law.
- Bring all instances of bullying must quickly be brought to the attention of teachers, the Assistant Principals or Principal with a view to achieving a fair and reasonable outcome for everyone.

## Parent/Carer Rights

- To be treated with respect and courtesy by other parents, staff and students
- To have a timely response to concerns raised
- To be treated with professionalism from all staff members
- To be listened to and clearly communicated with, in regard to their child's education.

## Parent/Carer Responsibilities

- Use respectful language towards all staff and other members of the school community
- Remain calm and polite when communicating with staff and other members of the school community
- Under no circumstances approach another child whilst in the care of the school to discuss actions towards their own child/ren
- Be mindful of what you say in order to respect the reputation of students, teachers and our school
- Respect teachers' preparation time and make an appointment at a mutually convenient time if you wish to speak to a teacher
- Do not discuss any grievances in front of your child/ren regarding the school
- When assisting in the classroom or on excursions, follow the instructions and wishes of school staff

## We attempt to resolve concerns through:

- Calm discussion between the parties directly involved whilst respecting the dignity of each and every person
- Actively listening to another point of view
- Following DET procedures

## If the concern centers on classroom or curriculum:

- The first contact should always be with the classroom or specialist teacher by arranging a mutually convenient appointment.
- If a resolution is not reached then it is appropriate to involve the Year Level Co-ordinator, Assistant Principal or Principal with the aim of reaching a fair and peaceful solution.

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Parents who breach behavioral expectations outlined in this policy will be subjected to action by the school.

## EVALUATION

This policy will be reviewed as part of the school's three-year review cycle.

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