

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Beaconsfield 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

Beaconsfield 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:

WHO

- to report a student absence, please contact the Office on 9707 1510 (press 1 for absence line) or use the FlexiBuzz app
- to report any urgent issues relating to a student on a particular day, please contact the office on 9707 1510
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the classroom teacher or year level camp co-ordinator.
- to make a complaint, please contact the classroom teacher, Office or Principal/Assistant Principal as appropriate. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact our Office on 9707 1510
- for parent payments, please contact our Office on 9707 1510
- for all other enquiries, please contact our Office on 9707 1510.

HOW

- Email the school account beaconsfield.ps@education.vic.gov.au (it will be passed on to the relevant recipient)
- Phone the school 9707 1510
- Approach the teacher before or after school to arrange a mutually convenient time for an appointment
- All electronic communication will be done through the school email account beaconsfield.ps@education.vic.gov.au

Consideration of response time will take into account:

- Meeting schedules
- Face to face teaching requirements
- Within regular business hours

School staff will do our best to respond to general queries as soon as possible and ask that you allow us an appropriate amount of time to provide you with a detailed response. We will endeavour to respond to urgent matters as soon as possible. Teaching staff will not be available for discussions during teaching time unless previously arranged. Communications with school staff will be restricted to business hours. All communications with school staff will be polite and respectful, staff will terminate any communications that is intimidating, aggressive or impolite. Communications that are considered excessive in frequency or considered harassment will be passed on to the relevant authorities.

This policy should be read in conjunction with the Complaints Policy.

REVIEW CYCLE

This policy was last updated in May 2020 and is scheduled for review in 2023.