

Bundoora Primary School Policy Manual	Communications Policy and Procedures	Last ratified by School Council in: May 2018
--	---	---

1.0 VISION

- 1.1 For school staff, parents and carers in our community to understand how Bundoora Primary School (BPS) proposes to manage common enquiries from parents and carers.
- 1.2 This policy applies to school staff, and all parents and carers in our community.

2.0 PROGRAM

- 2.1 Bundoora Primary School is dedicated to the care and safety of all our students and staff. It is important that staff respond to parent/carer enquiries as soon as possible to ensure the welfare of all involved. It is also important for parents/carers to provide staff with all necessary information to ensure our students are provided with the support, guidance, reassurance etc. that may be required.
- 2.2 Parents and carers, staff and students are expected to always communicate with each other in a respectful, honest and calm manner, regardless of the means by which they communicate: in person, via phone, text or email.
- 2.3 BPS 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 contact the school on 9467 2601 or enter the absence on Compass.
 - For notification of family holidays, please contact the office personally.
 - To report any urgent issues relating to a student, on a particular day, please contact our Administration Staff in the front office on 9467 2601.
 - To discuss a student's academic progress, health or wellbeing, please contact your child's Classroom Teacher to make an appointment.
 - For enquiries regarding camps and excursions, please contact the Camp Coordinator. The name of the Camp Coordinator will be listed on all camp notices.
 - To make a complaint, please contact the Principal/Assistant Principal on 9467 2601. Please also refer to our *Complaints and Grievances Policy and Procedure* document, available on our website.
 - To report a potential hazard or incident on the school site, please contact the school immediately on 9467 2601
 - For parent payments, please contact the school's office. Payments will be able to be made via Compass at a later date.
 - For all other enquiries, please contact the school's office on 9467 2601 or email at bundoora.ps@edumail.vic.gov.au

School staff will do their best to respond to general queries as soon as possible. It is asked that parents and carers allow staff two to three working days to provide a

detailed response. Staff will endeavour to respond to urgent matters within 24 hours, where possible.

Please note that parents and carers, at this stage, cannot contact our Administration Staff via Compass. Please contact the school's office via phone or email, until further notice.

2.4 School documentation that is available to the community can be accessed via:

- Compass (School Documentation)
- The school's website

Documentation becomes available once it has been approved and endorsed by:

- Staff
- School Council

School documentation, once endorsed, will also be sent to the 'Accountability Section' of the Department of Education and Training (DET) for information and accountability purposes.

Requests for information

Parents and carers are generally entitled to information that is ordinarily provided to parents, including school reports and newsletters. If you require this information please see your child's Classroom Teacher or the Administration Staff in the school's office.

EVALUATION

The *Communications Policy and Procedures* will be reviewed regularly, as part of the school's policy review process.

This policy was last updated in March 2018 and is scheduled for review in 2020.