

QUERIES/COMPLAINTS

Complaints relating to the school are most effectively addressed by the school itself. The school (Executive and School Council) will make every effort to resolve a complaint related to it before involving further levels of the Department of Education and Early Childhood Development. Further details regarding the school complaints policy can be found on the Department website under <http://www.education.vic.gov.au/about/contact/Pages/complaints.aspx> and in the EPS Parents Complaints Policy.

USEFUL WEBSITE LINKS

Website - <http://www.elsternwickps.vic.edu.au/>

Newsletters -

<http://www.elsternwickps.vic.edu.au/newsletters-and-bulletins.htm>

Policies - <http://www.elsternwickps.vic.edu.au/policies.htm>

School calendar -

<http://www.elsternwickps.vic.edu.au/school-calendar.htm>

Parent email distribution list:

Should you wish to update your email contact information for school communication purposes, this must be done so via the PA at Listmanager@elsternwickps.net

Response times:

Many parents contact the school via telephone, email and writing. School staff are responsible for numerous duties and life at EPS is understandably busy. It can be challenging to respond to parents promptly. At the same time, parents can become anxious when they do not hear back from the school. As such, recommended response times are listed in these guidelines.

How EPS communicates with you:

The following sources are your first point of reference when obtaining information about a range of topics and for various purposes.

NEWSLETTER - School newsletters are sent weekly (Thursdays) from the school office via email. Copies are available at the front office. The newsletter is essential reading for all community members and is available on the school website.

SCHOOL OFFICE - Special or urgent information is sent by the office via email. For general information, see school newsletters.

YEAR LEVEL TEAMS - Each team publishes a term newsletter to inform parents of the core curriculum, upcoming learning foci, Inquiry news and important events. Newsletters are available on the school website and are emailed to the parent contact list. A mid-term update is also emailed to parents from the team. Special information (eg. camps, swimming program) will be communicated to parents as required.

CLASS TEACHERS - Most information concerning your child's class will be covered in the Year Level Newsletters. As such, bulk class emails will only occur under special circumstances (eg. class parties, urgent information, parent volunteers). Should your child's teacher need to speak with you directly, face-to-face communication is preferred and an appointment will be requested.

PARENTS' ASSOCIATION - PA news and information is published in the school newsletter. Special or urgent information is sent to the school distribution list via email as required. Your Class Representatives operate on behalf of the PA and will contact you via the class contact list as required (eg. Urgent PA news or class-specific information).



HOME/SCHOOL COMMUNICATION - 2014

Guidelines for the Elsternwick Primary School community

Background:

The EPS team (Staff, School Council, Parents Association) encourages engagement of all parents with the school. These relationships are vital to maintaining a positive and productive school and are essential to student learning and well being.

These guidelines explain how to best communicate your feedback, requests, questions or concerns and to whom. We aim for all parents to play an active role in the school and your child's school life. This should be your first point of reference when needing to contact the school, so that communication can be as efficient as possible, ensuring the whole community can work effectively as a team.

ESSENTIAL CONTACTS

EPS School Office - Phone: (03) 8534 6100

Fax: (03) 9596 2320

Email: elsternwick.ps@edumail.vic.gov.au

Address: 44 Murphy Street Brighton Vic 3186

Principal - Walker.mark.m@edumail.vic.gov.au

Assistant Principals -

Diplaris.demos.j@edumail.vic.gov.au

Jayne.penny.p@edumail.vic.gov.au

Teacher & Year Level coordinators - See class list

School council -

scpresident@elsternwickps.vic.edu.au

PA President - pa@elsternwickps.vic.edu.au

WHO	ABOUT	FOR EXAMPLE...	HOW
Class Teacher	Your child's learning progress or social, behavioural or emotional issues. Important: It is not appropriate to raise an issue face-to-face during school hours as this does not allow the teacher to give you their full attention or pay due consideration to the issue.	<ul style="list-style-type: none"> * Absences * Volunteering in the classroom * Positive feedback * Playground issues * Homework, including at-home reading * Not wanting to go to school * Queries about excursions and class events 	<ul style="list-style-type: none"> * Email (See class contact list) * Written note * Phone message via the office * Face-to-face meeting (Contact teacher prior, giving sufficient time to arrange a mutually suitable time and for teacher to gather relevant data or observations) <p>Response time - Most routine communication acknowledged within 2 school days. More complex issues require some investigation and consultation and may take up to 5 school days.</p>
Year Level Coordinator	Your child's learning progress or social, behavioural or emotional issues, if: <ul style="list-style-type: none"> * You see the issue as a year-level-wide concern, * Students from several classes are involved 	<ul style="list-style-type: none"> * Playground or bullying issues across classes * Positive feedback for the team * Clarification about curriculum/learning units * Inconsistent messages/expectations from teachers across the team 	<ul style="list-style-type: none"> * Email (See class contact list) * Written note * Face-to-face meeting (Possibly also involving your child's teacher) * Phone message via the office <p>Response time - Acknowledged within 2 school days with proposed further steps, if necessary.</p>
Assistant Principal/s	Your child's learning progress or social, behavioural or emotional issues , if: <ul style="list-style-type: none"> * You feel you have unsuccessfully tried other channels *The issue is school-wide 	<ul style="list-style-type: none"> * Complex student issues * Bullying/ Cyber bullying * Major curriculum issues * Student welfare (eg. Psychology or speech pathology, integration aides) 	<ul style="list-style-type: none"> * Email * Written letter * Phone call <p>*If necessary, arrange a meeting</p> <p>Response time - 1-5 school days depending on urgency</p>
Principal	Your child's learning progress or social, behavioural or emotional issues , if: <ul style="list-style-type: none"> * You feel you have unsuccessfully tried other channels * The issue is school-wide * The issue is serious or confidential in nature 	<ul style="list-style-type: none"> * School policy * School safety issues * Very complex, serious or confidential matters * School management issues * School staff 	<ul style="list-style-type: none"> * Email * Written letter * Phone call * If necessary, arrange a meeting <p>Response time - 1-5 school days depending on urgency</p>
School Council	* School-wide issues Important: School Council is not responsible for any teacher-specific matters such as employment, nor does it discuss individual issues between teachers, parents and students as these are the responsibility of the Principal.	<ul style="list-style-type: none"> *Grounds and safety, including buildings and environment and OHS * School communication and community engagement * Finance and budgets * Outsourced programs, including Red Notes, school lunch orders and OSHS 	<ul style="list-style-type: none"> * Email * Written letter to School Council President or School Council members <p>Response time - Timing will be in line with the next monthly School Council meeting</p>
(PA) Parent's Association	Questions or comments regarding PA and PA functioning, community/ parent engagement, school culture or Class Representatives (each class has one or more PA-affiliated Class Reps).	<ul style="list-style-type: none"> * Fundraising * Social events * Communication 	<ul style="list-style-type: none"> * Discussion, email or phone call with Class Representative (See class contact list) * Discussion, email or phone call with PA Executive <p>Response time - Timing will be in line with next bi-monthly PA Executive meeting, however urgent issues will be addressed asap</p>
School Office	<ul style="list-style-type: none"> * School administration issues * The School Office is often the first point of contact for parents and they'll happily assist in filtering and channelling requests, feedback , questions and concerns to the right people 	<ul style="list-style-type: none"> * OHS, including immediate repair works * School fees and payments * Arranging meetings with AP/Principal * Urgent messages for staff or students * General school-related questions 	<ul style="list-style-type: none"> * Phone call or email (preferred) * Face-to-face <p>Response time - The School Office gets extremely busy, particular before and after school, and staff make every attempt to promptly assist visitors, however phone or email contact is preferred. Staff will attempt to assist you immediately or asap.</p>