

Policy Number	Ratification Date	Reviewed	Review Date
17	2017	2017	2020



COMMUNICATION GUIDELINES

The EPS team (Staff, School Council and Parents Association) encourage parents to actively engage with the school. This relationship is vital to maintaining a positive and productive school community and is an important part of a student's learning and wellbeing.

The information in this brochure offers guidelines that explain how best you can communicate your requests, feedback and concerns. This will assist you in becoming increasingly empowered in playing an active role in your child's school life.

HOW EPS COMMUNICATES

Information about day-to-day school activities can be found in the newsletter sent out on Konnective each fortnight and available on the EPS website.

Additionally, there are also:

- Konnectives on a per needs basis;
- Team newsletters (one per term);
- EPS School Newsletters (one per fortnight);
- Konnectives/Emails from the school and/or Parents Association
 - School information nights;
- School website (www.elsternwickps.vic.edu.au); &
 - Parent teacher interviews.

These should be the first point of reference to obtain information. From time to time these sources will prove insufficient.

Talk with	About	For Example	How	Response Time
School Council	School wide issues * Please note that the School Council is not responsible for any teacher specific or employment issues and does not discuss any individual issues between teachers and students or parents; these are the responsibility of the Principal;	<ul style="list-style-type: none"> • Grounds & safety • Parent communication • Policies or guidelines • Finance or budgets • Environment or buildings • Health and safety • Outsourced programs such as Red Notes music OSHS or the school canteen 	<ul style="list-style-type: none"> • Phone call/letter to the School Council President or other member of School Council • Email (to specific School Council email address) 	Acknowledged with proposed course of action (timing in line with next school council meeting)
Parents Association (PA)	Questions or comments regarding a myriad of issues around school or PA functioning as well as issues impacting on school community spirit. The PA actively engages with the parent body to filter and channel request, feedback and concerns down the appropriate pathways A PA Representative (eg. PA President) meets with the Principal and Assistant Principal on a regular basis to feedback such issues.	<ul style="list-style-type: none"> • Communication • Fundraising • Social events 	<ul style="list-style-type: none"> • Discussion with Class Rep or PA Executive • Email Class Rep or PA Executive • Phone call to Class Rep or PA Executive 	<ul style="list-style-type: none"> • Acknowledged by Class Rep or PA Executive within 1-5 days and such matters normally discussed at bimonthly PA Executives meeting. • Urgent issues will be address on a weekly basis.
School Office	<ul style="list-style-type: none"> • School administration issues • The School Office is often the first point of contact for parents/carers and they will capably filer and channel requests, feedback and concerns to the right people for you 	<ul style="list-style-type: none"> • Safety & repair needing immediate attention • School fees & payments • Timetabling appointments for the Principal and AP Urgent messages for teachers and/or other staff re: matters that have arisen during the school day • General questions such as school dates, location or buildings 	<ul style="list-style-type: none"> • Phone call • Email • In person 	Immediately or ASAP

QUERIES/COMPLAINTS Complaints relating to the school are most effectively addressed by the school. 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 www.education.vic.gov.au/about/contact/parentcomplaint.htm and in the EPS "Parents Complaints Policy".

CONTACT EPS office phone: (03) 8534 6100 / EPS office fax: (03) 9596 2320 / EPS office email: elsternwick.ps@edumail.vic.gov.au / EPS address: 44 Murphy Street Brighton Vic 3186

EMAIL ADDRESSES Principal/AP: principal.assistantprincipal@elsternwickps.vic.edu.au / Teacher: see class list / Team Leader: see class list / School council: scpresident@elsternwickps.vic.edu.au / PA President: pa@elsternwickps.vic.edu.au

Talk with	About	For Example	How	Response Time
Class teacher	<p>Your child's progress and/or happiness or the curriculum</p> <p>It is not appropriate to raise an issue face to face during school hours as this does not allow the teacher involved to give you their full attention.</p>	<ul style="list-style-type: none"> • Home reading • Not wanting to go to school • Any positive feedback for the teacher • Unhappy in class or at lunchtime • Educational event info e.g Naplan/excursion • Absence note • Assisting in the classroom • Organisational queries, such as lost property and notes home. 	<p>Email</p> <p>Not to teacher (possibly requesting a phone call response)</p> <p>If necessary arrange a meeting</p> <p>Phone message through main office</p>	<p>Generally acknowledged within 2 school days with proposed course of action.</p>
Grade team leader	<p>Your child's progress and/or happiness or the curriculum; because</p> <ul style="list-style-type: none"> • You see the issue as a team wide concern/query • Students from several classes in the same grade are involved <p>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.</p>	<ul style="list-style-type: none"> • Inconsistent messages/expectations from teachers within the team • Bullying issues across classes within the level • Positive feedback to the teacher • Clarification of a learning unit • Homework guidelines • Positive feedback about teacher performance 	<p>Email</p> <p>Not to teacher (possibly requesting a phone call response)</p> <p>If necessary arrange a meeting</p> <p>Phone message through main office</p>	<p>Generally acknowledged within 2 school days with proposed course of action.</p>
Assistant Principal	<ul style="list-style-type: none"> • School wide issues • Your child's progress or wellbeing because other channels (i.e. teacher, team leader & Assistant Principal) have been tried • Child Safety Officer 	<ul style="list-style-type: none"> • Child Safety Act • Complex student issues • Cyber bullying and bullying issues • Curriculum • Student welfare issues such as accessing Speech Pathology or Psychology, if you have difficulty making payments • issues involving school staff • School wide Behaviour Management Plan 	<p>Email (to specific email used for parent communication)</p> <p>Letter</p> <p>If necessary arrange a meeting</p> <p>Voicemail left of Principal/Assistant Principal's message bank</p>	<p>Acknowledged within 1-5 school days depending on urgency of issue.</p>
Principal	<ul style="list-style-type: none"> • School wide issues • Your child's progress or wellbeing because other channels (i.e. teacher, team leader & Assistant Principal) have been tried • Parents are encouraged to request a meeting to discuss more serious matters • Child Safety Officer 	<ul style="list-style-type: none"> • Child Safety Act • School safety issues such as parking • School policy • Very complex student issues • School staff • School management issue 	<p>Email (to specific email used for parent communication)</p> <p>Letter</p> <p>If necessary arrange a meeting</p> <p>Voicemail left of Principal/Assistant Principal's message bank</p>	<p>Acknowledged within 1-5 school days depending on urgency of issue.</p>