



COMMUNICATION PROTOCOL

ARANDA PRIMARY SCHOOL

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

Respectful communication is essential to maintaining this strong partnership. All interactions should reflect mutual respect, patience, and understanding. We ask that everyone in our community communicates thoughtfully and respectfully, even when raising concerns or discussing sensitive issues, so we can continue to work together effectively to support each child's learning and wellbeing.

CONTACTING THE SCHOOL

Communication by email is the preferred method:

- > info@arandaps.act.edu.au
- > Firstname.lastname@ed.act.edu.au

Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

TELEPHONE

Please use the main reception number (02 61423030) to leave a message for a teacher to contact you:

- > Reception staff will relay messages to teachers as soon as possible.
- > If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- > We will try to respond to you within three working days, if not sooner.
- > Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Please use staff email addresses (Firstname.lastname@ed.act.edu.au) if you need to contact staff directly:

- > Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- > We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

MEETINGS

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- > In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 1. Classroom Teacher (if query is relevant to a specific subject)
 2. Executive Teacher (if query is relevant to a specific subject)
 3. Deputy Principal
 4. Principal
- > Meetings should always be pre-arranged with members of staff.
- > If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- > For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

Our preferred method of contacting you is via email or phone.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including See-saw, newsletters, semester reports, parent-teacher interviews.

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing info@arandaps.act.edu.au and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

CONTACT INFORMATION

School reception	Ph: 6142 3030 info@arandaps.act.edu.au
School website	https://www.arandaps.act.edu.au/
ACT Education website	www.education.act.gov.au
Enquiries, compliments and complaints	Ph: 6205 5429 https://www.education.act.gov.au/support-for-our-students/enquiries-compliments-and-complaints