



# Gladesville Primary School

## Communication With School Staff Policy

### July 2019

#### Purpose

This policy explains how Example 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

Gladesville 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:

- to report a student absence, please enter in Compass
- to report any urgent issues relating to a student on a particular day, please contact front office on 9728 1877.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your classroom teacher on 97281877 or emailing your classroom teacher.
- to make a complaint, please contact the Principal on 9728 1877 or emailing [wood.nicole.l@edumail.vic.gov.au](mailto:wood.nicole.l@edumail.vic.gov.au). Please also refer to our Complaints policy, available on the website.
- to report a potential hazard or incident on the school site, please contact the Business Manager or the Principal on 9728 1877 or email [gladesville.ps@edumail.vic.gov.au](mailto:gladesville.ps@edumail.vic.gov.au).
- for parent payments, please contact the Business Manager on 9728 1877 or email [gladesville.ps@edumail.vic.gov.au](mailto:gladesville.ps@edumail.vic.gov.au).
- for all other enquiries, please contact our Office on 9728 1877

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

#### Social Media

Gladesville Primary School is committed to positive communication between staff and families to work towards the best learning outcomes for our students. Staff at Gladesville Primary School do not communicate with families or students via personal social media. The following statement is communicated to parents twice a year in Term 1 and Term 3:

*Gladesville Primary School is committed to positive communication between staff and families to work towards the best learning outcomes for our students.*

*All staff at Gladesville can be contacted in person or via phone at the school, by their Department of Education email. Staff check their email and respond to emails as part of their working day.*

*Staff at Gladesville do not communicate with students, parents or other family members via personal social media, including Facebook, Instagram and Messenger. We ask that students and parents please do not attempt to communicate with staff via these means. Should you wish to communicate with staff, we invite you to do so in person, or via the communication book, phone or email.*

**BE PROACTIVE | BEGIN WITH THE END IN MIND | PUT FIRST THINGS FIRST | THINK WIN - WIN  
SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD | SYNERGIZE | SHARPEN THE SAW**



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### Further information and Resources

- Complaints Policy
- Student Well Being and Engagement Policy
- Child Safe Code of Conduct Policy
- Statement of Values
- School Philosophy Policy

### Review Cycle

**Source of Requirements:** DET/ Minimum Standards/ **Optional**

**School Council Approval:** Required/ Not Required/ **Consultation Recommended**

This policy is required to be reviewed 3-4 years by School Council. Review Date: 2023

This policy was last approved by School Council: **July 2019**