



Open hearts • Inquiring minds

COMMUNICATION POLICY

RED HILL 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.

CONTACTING THE SCHOOL

Communication by email to the relevant staff member or phone call to the front office are the preferred method to get a message to a teacher promptly and should be used for the majority of everyday communication.

This is also the best way to ask a teacher to contact you if you require a more detailed conversation.

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 614 20960 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 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 (or specialist teacher if query is relevant to a specific subject)

2. Executive Teacher
3. Deputy Principal (Junior/Senior Primary)
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 phone or email. We will always endeavour to speak to you in person about sensitive matters.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including: assemblies, student led conferences, learning journeys, the year 6 Exhibition, end of semester reports, parent workshops, individual learning plans, newsletters and our learning management system, Toddle.

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.

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. This information can also be found on the school website.

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing info@redhillps.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: 614 20960
School Website	Home - Red Hill Primary (redhillps.act.edu.au)
ACT Education Website	www.education.act.gov.au
Feedback and Complaints	Ph: 6205 5429 www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries