



Communication with School Staff Policy

Purpose

This policy explains how Spensley Street Primary School communicates with families as well as how we manage common enquiries from parents and carers.

Scope

This policy applies to school staff, and all parents and carers in our community.

Policy

Spensley Street 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 the 'Parent Communication Channels' document below outlines key contacts for common queries.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to 5 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 48 hours where possible.

Request for Information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

Communication

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs

- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Policy Renew and Approval

<i>Policy last reviewed</i>	<i>November 2022</i>
<i>Approved by</i>	<i>Principal</i>
<i>Next scheduled review date</i>	<i>November 2026</i>

Spensley Street Primary School ~ Parent Communication Channels



Online:

What	About...	For example...	When/Where?
Compass	Compass School Manager is our Parent Portal. Compass is accessible on any browser or by using the 'Compass School Manager' app available for iOS or Android.	<ul style="list-style-type: none"> • Reading Student Progress Reports • News feed messages outside of the Bulletin • Reporting an absence • Paying for and consenting to school events, excursions and incursions • Calendar and important dates 	https://ssps-vic.compass.education/
The Bulletin	Our school bulletin is published fortnightly and emailed to all community subscribers. It contains important information and updates for parents.	<ul style="list-style-type: none"> • Upcoming events and important dates • Regular communication from the Principal • Celebration of student learning and achievements • Community information & advertisements 	<p>Emailed fortnightly on a Thursday in odd weeks of the school term.</p> <p>Can also be directly accessed from the school website and Compass star menu.</p>
School Website	Our school website houses our public facing information and important school documentation. For more detailed school information, events and calendars, parents should access via Compass.	<ul style="list-style-type: none"> • School Policies • Strategic planning documents • Annual reports • Enrolment information 	https://ssps.vic.edu.au/

Community:

Who?	About...	For example...	When/Where?
Homegroup Parent Rep	<ul style="list-style-type: none"> • Questions or comments about school social and fundraising events. • Class activities • Out of school hours class activities 	<ul style="list-style-type: none"> • Class parties or social functions • Information about extra-curricular activities 	<ul style="list-style-type: none"> • Whats App Groups • Direct contact with Parent Rep
School Council	<p>Our School Council provides an important conduit for the school to engage meaningfully with our community, parents, staff and students.</p> <p>The council supports policy development, supports the maintenance of our facilities and grounds, oversees financial operations outside of school staffing, encourages community participation, and manages our Canteen and Out of School Hours Care service.</p>	<ul style="list-style-type: none"> • Getting involved in Sub committees: Environment, Strategic Outlook, OSHC, Canteen, Community & Fundraising • Feedback regarding school facilities, fundraising and school council approved policies. 	<p>Email ssps@ssps.vic.edu.au and attention to School Council</p> <p>Response Time: acknowledged within 5 school days with response after the following scheduled School Council Meeting.</p>
Out of School Hours Care	Our Out of School Hours Care Program (OSHC) is managed by the School Council. All OSHC matters should be referred to Lisa Heard, our OSHC Coordinator.	<ul style="list-style-type: none"> • Program information • Fees and payments • Student behaviour or wellbeing concerns 	<p>OSHC phone: 03 9481 4365</p> <p>OSHC email: aftercare@ssps.vic.edu.au</p>

Spensley Street Primary School ~ Parent Communication Channels



Staff:

Who?	About...	For example...	When/Where?
School Office Staff Business Manager: Jane Admin: Trish	<ul style="list-style-type: none"> Administration issues First point of contact if unsure who to direct your enquiry to Compass Password or login help 	<ul style="list-style-type: none"> OHS including immediate repair works School fees and payments Arranging meetings with Principal or AP Urgent/emergency messages for staff or students General school related queries 	<p>The school office can be extremely busy, particularly directly before and after school, and every effort will be made to assist promptly.</p> <p>Email: ssps@ssps.vic.edu.au</p>
Homegroup Teacher/s	<p>Your child's learning progress, wellbeing, behavioural or emotional queries or concerns.</p> <p>N.B. It is not appropriate to raise issues face-to-face during school hours as this does not allow your teacher to give their full attention or pay due consideration to the issue. It is always best to make a scheduled time for discussion.</p>	<ul style="list-style-type: none"> Information about learning progress Positive feedback Playground incidents or concerns Home reading Queries about excursions or class events Classroom helping / volunteering Ongoing absence information 	<ul style="list-style-type: none"> Email the teacher (emails can be found on Compass) Written note Face-to-face meeting after contacting the teacher to provide prior notice and to set an appointment time <p>Response Time: routine communication as soon as possible but within 5 school days.</p>
Wellbeing & Student Support Leading Teacher Georgia Vabre	<p>Your child's learning progress, behavioural or emotional queries or concerns if:</p> <ul style="list-style-type: none"> They are a part of the DET Program for Students with Disability (PSD). Ongoing welfare issues not resolved at the classroom level. Requires support beyond the homegroup teacher <p>Recommendations for external wellbeing and learning supports.</p>	<ul style="list-style-type: none"> Student welfare beyond the classroom (e.g. significant relationship issues with peers, mental health and learning difficulties/support, Education Support (eg Integration Aides). 	<ul style="list-style-type: none"> Email directly or via school office Phone call via the Office If necessary, arrange a meeting <p>Response Time: acknowledged within 5 school days with proposed further steps if necessary.</p>
Assistant Principal Andrew Williamson	<p>Your child's learning progress, behavioural or emotional queries or concerns</p> <ul style="list-style-type: none"> You see the issue as a year-level-wide or school-wide concern Students from several classes are involved Use of school facilities out of hours 	<ul style="list-style-type: none"> Playground concerns or incidents across homegroups / year levels Positive feedback for teams Complex student concerns or issues 	<ul style="list-style-type: none"> Email the AP directly or via school office Face-to-face meeting Phone message via the Office <p>Response Time: acknowledged within 5 school days with proposed further steps if necessary.</p>
Principal Bec Spink	<ul style="list-style-type: none"> Your child's learning progress, behavioural or emotional concerns if you feel you have unsuccessfully tried other channels. School management and staffing. 	<ul style="list-style-type: none"> School safety issues Very complex, serious or confidential matters School management or staffing queries Major curriculum questions or feedback Extended absences 	<ul style="list-style-type: none"> Email directly or via school office Phone call via the Office If necessary, arrange a meeting <p>Response Time: acknowledged within 5 school days with proposed further steps if necessary.</p>