
Communicating with School Staff

Objective

At Cire Community School (CCS) we are committed to providing a safe, inclusive and supportive environment which promotes open communication, fairness and positive relationships where all members are respected and valued. We believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. Central to achieving this is trust and open, effective communication between all members of the school community.

This policy explains how Cire Community 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

Cire Community 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 use the Compass App before 9:30am on the day of absence.
- Report any urgent issues relating to a student on a particular day, please contact Office Administration:
 - Berwick campus: 03 9989 2431
 - Lilydale campus: 03 7036 1714
 - Mt Evelyn campus: 03 9736 1457
 - Yarra Junction campus: 03 5909 2981
- Discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via the front office to arrange a suitable meeting time. Please note that teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
- Raise concerns or make a complaint, please contact the Campus Principal. Please also refer to the Cire Community School Complaints policy available on our school website.
- Report a potential hazard or incident on the school site, please contact Front Office (telephone numbers listed above).
- Parent payments, please contact the Campus Administration Assistant via the relevant campus office.
- For all other enquiries, please contact our Office Administration or email: communityschool@cire.org.au

School staff will do their best to respond to general queries as soon as possible and ask that you allow us 2 – 4 working days to provide you with a detailed response. Staff may not always be able to return telephone calls during the normal school day and may take up to 48 hours to return the call. We will endeavour to respond to urgent matters within 24 hours where possible.

School to Community Communication

Cire Community School will use a range of strategies to communicate effectively with the school community.

These mechanisms include but are not limited to:

- The school website, Compass Communication & SMS.
- Engagement and Re-engagement meetings run twice a year.
- Meet the Teacher/Information evenings.
- Semester Reports.
- Student Support Group (SSG) as appropriate.
- Informal meetings with student and teacher.

Email Protocols for Teacher and Parent Communication

CCS requests that parents use email to communicate for:

- Brief enquiries about general school matters.
- Relevant information to the appropriate personnel e.g. classroom teacher, specialist teacher etc.
- Communications about a student's day at school.

We ask that emails are respectfully written and are in line with our Parent Code of Conduct and Bullying and Harassment Policy. Emails coming through the Front Office will be forwarded to relevant staff at the earliest possible convenience.

Related Documents

- Parent Code of Conduct
- Bullying and Harassment Policy
- Complaints Policy

Organisational Area

Cire Community School

Approved by

The Board

Signature:



Date: November 2022

Operative Date

November 2022

Review Date

November 2024