



Communication

POLICY

Purpose

This policy explains how Karoo Primary 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

Karoo 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 do so via Compass
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9759 6222
- 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
- to report a potential hazard or incident on the school site, please contact the school office
- for parent payments, please contact the school office
- for all other enquiries, please contact the school office

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.

Forms of Communication

- Parents will receive a fortnightly school newsletter which will present information regarding school events, educational directions and current initiatives and projects, to maximise and encourage school community awareness of and involvement in these aspects. This school newsletter will be made available to each family via Compass
- The website coordinator will regularly update the school website information
- The school will use available communication forums (including social media) to promote family involvement and each year will coordinate and publicise a range of student learning and social family events
- The communication of some information will be best accomplished by direct face to face involvement, such as school tours and parent information sessions
- Contact from the media should be directed in the first instance to the Principal. In most cases the School Council President will act as a spokesperson for the school

- Communication from police with regard to student interviews must be directed to the Principal
- Requests from Department of Health and Human Services (child protection) must be directed to the Principal
- Court subpoenas, requests for information from solicitors, Family Court orders and all other legal documentation and communication must be directed to the Principal

Communication can occur in the following ways:

- Newsletter – fortnightly
- Advertising in the newsletter is at the discretion of the Principal
- Telephone
- In person
- Parent-teacher interviews
- Email
- Written communication (letter)
- Compass posts
- Surveys/on-line questionnaires
- Meetings

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the school office for more information.