



## COMMUNICATION POLICY

Yarrunga  
Primary  
School

### **Basic Beliefs:**

At Yarrunga Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships. We believe that the home-school partnership is a very important part of ensuring that children are happy, secure and open to learning. As a school community we are committed to working together to meet the various needs of our school community. Central to achieving this is trust and open, two way effective communication between all members of the school community.

### **Principles:**

- That effective and respectful communication between all school community members takes place.
- That processes are in place which allow for two way, open and honest communication amongst all school community members to ensure that each perspective is understood and appreciated and that common, achievable goals can be set and reviewed.
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations.
- That clear, positive and fair processes and guidelines are provided which all issues or concerns to be aired and resolved in a timely, effective and respectful manner.
- That a positive, productive and harmonious school environment is maintained.

### **Guidelines:**

#### ***Procedure for contacting a classroom or specialist teacher:***

When a parent wished to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue. Contact should be made using one of the following approaches.

1. Contact the teacher by phone. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
2. Contact the appropriate teacher in writing asking them to organise a suitable meeting time.
3. Speak briefly with the appropriate teacher, either before or after school hours(not a time when they are teaching or on yard duty), and ask them to arrange a suitable meeting time.

#### ***Procedure for contacting other school personnel:***

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole school, their child's wellbeing or relates to a school policy matter, the procedure is to:

- Contact the Principal, Chaplain or relevant School Leader, using one of the 3 approaches above.

When parents have a concern or wish to discuss an issue relating to a member of staff or of a sensitive nature, they should make an appointment with the Principal by contacting the school office, either by phone or coming to the office personally, and asking the Business Manager or administration officer to arrange a suitable time.

- In all cases if the matter is urgent and/or relates to the possible risk or harm to a student, a member of staff or another member of the school community, the Principal should be informed immediately and the urgency of the matter conveyed. The Principal will determine who is the most appropriate person to deal with the issue and the process to work towards a resolution, as well as ensuring that contact is made as soon as possible.
- Yarrunga Primary School will deal with all complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner. In working through any issues a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest confidence and not discussed with any other persons, excepting those directly involved.
- Anonymous complaints will not be accepted or acted upon.
- Resolving matters of concern are best achieved through face-to-face contact with the appropriate person. Notes should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion.
- Formal meetings will be minuted and all persons involved can request a copy of the minutes. Any correspondence received by the school will be kept in a secure file.

***Issues arising between students and families:***

- No parent should approach the children of other families or their parents with a school related or non-school related issue, particularly on the school grounds. Such matters must be addressed to the Principal or teaching staff.