

FLEMINGTON PRIMARY SCHOOL – Communication

Our school welcomes feedback and encourages parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned.

Communication is an essential factor in any partnership.

Positive, clear and effective processes for resolving grievances between the school and community members assists in building strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment.

Introduction

Government schools are a part of a complex community that, “*Inside the Gate*” includes students, teachers, specialist and non teaching staff, parents and other family members.

“*Outside the Gate*” the community broadens to include school neighbours, local businesses, local, state and federal governments, kindergartens and child care centres, churches, other government and non-government schools and other organisations.

At various times, it is necessary for community members to have contact with their local school. Initial contact should be made by telephone, email or a letter. This helps to ascertain the appropriate person to speak with and an appointment can be scheduled. Schools are busy places and unscheduled visits may not lead to a successful resolution.

Parents/Guardians

Research shows that the relationship between the home and the school plays a very important part in a child’s education. Parents are among the most important influences on the way in which a child approaches learning. The critical role that parents play in successful learning cannot be overestimated. Teachers are responsible for the more formal aspects of children’s learning and successful teaching is supported when there is an effective and active partnership with parents.

What might you talk to your school about?

Your child: attitude, progress, attendance, participation, social and emotional matters, Individual Learning Improvement Plans, and access to student/family support services.

The school: Policies and Procedures, Codes of Conduct, learning environment, teaching staff, homework, general student behaviour, programs for students experiencing difficulties with learning or students requiring extension/acceleration.

Information that is available from the school:

- School Information Handbook
- Information on state legislation, Department of Education policies and regulations
- School policies such as homework, uniform, discipline, excursions, fees and levies
- Year level and term curriculum
- Assessment & Reporting process and times
- Information about parent participation in School Council, Parents’ Association and other community groups within the school.

How the school may communicate with you?

It is the responsibility of the Principal “to ensure that parents are regularly provided with comprehensive information related to the operation of the school and associated matters related to the educational development of their children” {Making the Partnership Work, DEET, 2001 }

Information may be in the form of:

- Written reports or portfolios on your child’s progress
- Notes, surveys, regular information through newsletters, including information from DoE
- Annual Report
- Parent Teacher interviews, Student led Conferences, Parent information booklets, Meet the Teacher Occasions, parent information sessions, special training Sessions, DoE Parent Booklets relating to changes to Assessment/Curriculum, Secondary School Transition information
- Assemblies, sport and music events, celebrations and displays of student work, social events
- By telephone or email
- On the school website www.flemingtonps.vic.edu.au

What can you do if you have a problem?

Seeking information and clarifying an issue as early as possible can solve many problems. Try to identify the issue and establish the facts as clearly as you can before contacting the school. Be wary of unsubstantiated information and third-hand information or gossip. Remember that you have one side of an issue, others may have another version.

Decide whether the problem is a concern, query or a complaint. This will help in finding a solution.

Further information for parents is available at www.education.vic.gov.au/parents

Steps for Parents

Once the issue is identified and clarified, follow the steps set out in the Communications Protocol. This may be a telephone call or letter to the classroom teacher; it may be a request for a meeting, a discussion with the Year Level Coordinator or may need to be referred to the Assistant Principal or Principal.

School Level Resolution

Step 1: If the matter involves your child or an issue of everyday class operation, then discussion with the classroom teacher will assist in resolving the situation. If you are not satisfied with the outcome of Step 1, contact the Principal.

Step 2: If the matter concerns a staff member or another member of the “*Inside the Gate*” community, contact the Assistant Principal or Principal who will work with you to resolve the problem.

If you wish to formalise your complaint, do so in writing. The Principal will then acknowledge your complaint with a written reply and will consider the issues and identify what action is to be taken. You will be advised of actions to be taken. The Principal may also seek the support of the Regional Director or other Regional Staff.

Step 3: If the matter concerns school operations, this should be referred in writing to the Principal.

If the matter concerns school policies or governance, this matter should be addressed to the School Council President, in writing, with evidence to support the complaint.

Regional Level Resolution

If the matter is not resolved satisfactorily at the school level, you should address your concern to the Regional Office. Either the Senior Education Officer or the Regional Director will investigate the situation. This may involve mediation.

Western Metropolitan Region
Department of Education
Level 4, Wool House
369 Royal Parade
Parkville. 3052

Melway Ref: 29 G12

Tel: 9291 6500

FLEMINGTON PRIMARY SCHOOL – Communications Protocol & Complaints Resolution Flowchart

Communication covers many areas but is usually covered by:

- Information on Curriculum and DoE priorities
- Notification of excursions, incursions and celebrations
- Policies and Procedures
- School Operations
- Discipline and Welfare
- Reports on events and celebrations
- Student Reports
- Calendar
- School Newsletter which can include many of these and more

Communication can be:

- Oral
- Written
- Electronic
- Formal
- Informal
- Adult – adult
- Adult – child
- Adult – adult - child

At Flemington Primary School we endeavour to ensure that communication is effective, understood and acted upon as necessary. Our aim is to inform parents and the wider school community of all aspects about the school however; at times the message may be delayed, misheard or lost – sometimes in translation from school to home.

Our Communications Protocol covers:

Department of Education & Early Childhood Development rules and requirements, method of contact/communication, areas of responsibility, preferred contact point and quantity of information conveyed.

A survey was conducted with parents in 2007 to identify requirements and preferences and the results have guided the development of the Policy and this brochure..

Wherever possible it is preferable for all concerned that matters be dealt with at the school level as quickly as possible.

Could the Class Teacher help?

Telephone the school, write a note or make an appointment to meet and discuss the issue.

Resolved

Unresolved



Could the Year Level Coordinator help?

Telephone the school, write a note or make an appointment to meet and discuss the issue.

Resolved

Unresolved



Could the Assistant Principal or Principal help?

Telephone the school, write a note or make an appointment to meet and discuss the issue.

Resolved

Unresolved



Could the School Council President help?

Telephone the school, write a note or make an appointment to meet and discuss the issue.

Resolved

Unresolved



Contact the Regional Office for assistance.