

COMMUNICATION POLICY



PURPOSE

This policy explains how Chiltern Primary School proposes to manage common enquiries from parents and carers and disseminate information regarding the development and review of school policies and the Annual Report.

SCOPE

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

POLICY

Chiltern 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 contact Chiltern Primary School via uEducateUs or by phoning the school on 57261421
- to report any urgent issues relating to a student on a particular day, please contact front office – Jan Wooldridge or the principal on 57261421
- to discuss a student’s academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact either your classroom teacher or the front office – Jan Wooldridge on 57261421
- to make a complaint, please contact the Principal – Louie Tempany on 57261421 Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact either the front office or the principal on 57261421
- for parent payments, please contact the front office – Jan Wooldridge on 57261421
- for all other enquiries, please contact our office – Jan Wooldridge on 57261421

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.

COMMUNICATION WITH PARENTS

The policies of the school guide and describe the main processes, functions and operations of the school. The development and review of policies is part of an agreed process to ensure that all stakeholders are part of the consultation and review process.

Chiltern Primary School policies will be available through the school website.

COMMUNICATION WITH STAFF

Communication with staff is integral to Chiltern Primary School. Communication with staff will be through the following meetings:

- Staff
- School Improvement Team
- Professional Learning Team
- Email
- And where appropriate individual meetings with the principal

REVIEW CYCLE

This policy was Tabled at School Council and updated April 2019