

COMMUNICATION POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact our school office who will arrange an interpreter to assist in translation this document.

PURPOSE

This policy explains how Rowellyn Park Primary School proposes to manage common enquiries from parents/carers.

SCOPE

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

POLICY

Parent/carers contacting the school

Rowellyn Park Primary School understands the importance of providing helpful and timely responses to common enquiries from parents/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 system to report the absence. If you require support to report an absence, contact our administration team at rowellyn.park.ps@education.vic.gov.au or on 9782 0953.
- to report any urgent issues relating to a student on a particular day, please contact our administration team on rowellyn.park.ps@education.vic.gov.au or on 9782 0953.
- **to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher by sending a direct message through the Compass system or by calling 9782 0953 to arrange a time to speak to, or meet with, the teacher.**
- We ask parents/carers to be mindful that teachers work a 38-hour week and we encourage our teachers to maintain a sustainable work-life balance.
- for enquiries regarding camps and excursions, please contact the organising staff member or your child's classroom teacher by sending a direct message through the Compass system or by calling 9782 0953.
- to make a complaint, please contact the Principal at rowellyn.park.ps@education.vic.gov.au or on 9782 0953. Please also refer to our [Complaints policy](#).
- to report a potential hazard or incident on the school site, please contact please contact our administration team on rowellyn.park.ps@education.vic.gov.au or on 9782 0953.
- for parent payments, please contact please contact our administration team on rowellyn.park.ps@education.vic.gov.au or on 9782 0953.
- for all other enquiries, please contact our administration team on rowellyn.park.ps@education.vic.gov.au or on 9782 0953.
- Please note, our school office phone line is attended to between the hours of 8.00am and 4.00pm and our school office can be accessed in person between the hours of 8.30am and 4.00pm.

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School staff will do our best to respond to general queries as soon as possible and ask that you allow us 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

School staff contacting parents/carers

Our school motto is *together we learn*. The building of a truly successful educational environment is achieved through a partnership: a partnership between the parents, the school, the student and the community. This four-way partnership is central to effective learning and we endeavour to build strong relationships with all stakeholders in the school community.

It is an expectation that our teachers communicate with parents/carers in a timely manner to ensure a shared understanding of each child's current reality and to support each child in becoming the best version of themselves.

Examples of where a parent/carer will be contacted by the school include but are not limited to:

Celebrating student achievement – The Rowellyn Road

- The Rowellyn Road acknowledgement system is based on staff acknowledging students for demonstrating the school values of Respect, Resilience, Responsibility and Reflection in their daily school lives.
- Students will be awarded 'Rowellyn Achievement Points', or 'RAPs' for demonstrating the 4Rs and these will be allocated by staff on a 3-2-1 basis, depending on the action or behaviour demonstrated.
- Staff use the Compass chronicle tool to award 'RAPs' to students, as well as acknowledging the achievement verbally at the time.
- Parents/carers will receive an email notification through the Compass system, outlining the number of RAPs awarded, the value for which the child has been acknowledged for demonstrating and a description of the achievement.
- [More information on the Rowellyn Road system can be found here.](#)

Celebrating student achievement – Assembly

- If your child is the recipient of Student of the Week, Citizen of the term or are part of a presentation in assembly, the relevant classroom/specialist teacher will communicate this with you by the end of the week prior to the Monday assembly.

Our School's Consistent response to behaviour process.

- The way in which we respond to inappropriate behaviour or where students are not meeting our behaviour expectations is fair, consistent and implemented in a way that ensures students are able to reflect on their behaviour in a timely manner.
- Our Consistent response to behaviour process is an integral part of our School Wide Positive Behaviour Supports framework and our Approach to Restorative practices.
- If a student is not able to modify their behaviour through the Prompt, Redirect, Reteach and Choice stages of the process, they will be removed to a buddy grade for 20 minutes, before returning to class and undertaking a restorative conversation with the classroom teacher.

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- **If your child is removed to a buddy grade or requires further intervention from a school leader such as an Assistant Principal, you will be contacted by the classroom/specialist teacher within 24 hours to inform you of this occurrence and to discuss next steps.**
- [More information on the School's Consistent response to behaviour can found here.](#)

Semesterly reports

- At Rowellyn Park Primary School, parents/carers are provided with a semesterly report on their child's progress for that semester.
- The report provides a summary of their current Victorian Curriculum performance levels, as well as a summary of the learning that has been undertaken in the classroom and specialist subjects.
- **This report is posted on Compass and an email is sent to notify parents/carers of the report's visibility. Reports are available at the end of terms 2 and 4.**

Students on an Individual Education Plan (IEP)

- Individual Education Plans (IEPs) assist students who require a range of supports with their education.
- An IEP is a written statement that describes the adjustments, goals and strategies to meet a student's individual educational needs so they can reach their full potential. An IEP is essential as it helps you plan and monitor a student's unique learning needs.
- IEPs are also known as individual learning plans, individual learning improvement plans and Koorie education learning plans.
- [More information on IEPs can be found here.](#)
- If your child is on an IEP, you will be invited to termly Student support group meetings, facilitated by a School Leader and attended by your child's classroom teacher.
- **If a teacher needs to make a change or modification to a child's IEP outside of the student support group meeting, the changes will be communicated to parents/carers within 3 business days by phone or email.**

Communication of yard occurrences

- In the event of a child being involved in an incident in the yard or for a behaviour concern that occurs outside of the classroom teacher's duty of care, a student will usually undertake the 'Rethink' process and a copy of the reflection sheet should be sent home with the child.
- **The classroom teacher will communicate the occurrence and the outcome of the Rethink process with the parent/carer within 24 hours.**
- **If there is a major incident in the yard, a member of the Leadership team will communicate this occurrence to parents/carers on the day of the occurrence in question.**

Sickbay notifications

- **If your child is reported to sickbay with a medical issue and after they have received support or treatment by the School Nurse, the issue will be logged on the Compass system which will initiate an email notification to parents/carers.**
- If your child has suffered a more serious injury, such as a bang to the head, the School Nurse/a member of the administration team will call a parent/carer on the day of the incident.
- [Our First Aid policy can be found here.](#)

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- Parents/carers can contact the administration team on rowellyn.park.ps@education.vic.gov.au or on 9782 0953 if they require more information on their child's attendance at sickbay.

Communication regarding Parent/carer payments for camps and excursions

Most camps and excursions provided by Rowellyn Park Primary School enhance and broaden the schooling experience of our students but are not a mandatory component of our curriculum. These activities are provided on a user-pays basis in accordance with the Department's Parent Payments Policy.

Rowellyn park primary School is committed to following protocols in regard to camp consents and payments:

- An event requiring an action from a parent/carer is published on Compass a minimum of two weeks prior to the deadline.
- Events with a significant cost such as a camp will be published with a minimum of four weeks prior to the deadline.
- **All deadlines will fall on a weekday, with automated emails and Compass app notifications issued in the lead up to any deadline.**
- Paper copies of consent forms will be available from the front office by request.
- Payments can be made in person at the front office during office hours, prior to the stated deadline. No late consents or payments will be accepted from this point forward.
- Rowellyn Park Primary understands that some families may experience financial difficulty and extenuating circumstances prior to an event deadline. Please contact the Principal Team to discuss prior to an event deadline.

Extended teacher absence

If a teacher is going to be absent due to planned leave such as long service leave or extended sick leave of *more than three consecutive days*, the school will notify parents/carers in advance of the leave occurring.

Requests for information

Parents/carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents/carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

COMMUNICATION POLICY

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	22 May 2024
Consultation	School Improvement team – May 2024 Consultative committee – May 2024 School Council (by correspondence) – May 2024
Approved by	Principal
Next scheduled review date	May 2027