

Parent and Guardian Communication and Involvement Policy and Guidelines

Overview

This policy provides the guidelines for the School's responsibilities in relation to communication to parents/guardians and will be adhered to in accordance with legislative requirements related to communication and privacy. The School will monitor communication practices at the school.

Policy

At Kamaroi Rudolf Steiner School we believe that positive, clear and effective communication between the school and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Kamaroi Rudolf Steiner School seeks to facilitate communication between the school and parents/guardians including:

- general school communications;
- structured parent teacher communications;
- parent/guardian initiated communications with teachers;
- parent/guardian initiated communications with respect to operational matters; and complaints management

General School Communications to Parents/Guardians

General school communications to parents are facilitated through:

- the on-line publication of our weekly newsletter The Bush Telegraph
- updates on our public website;
- the school calendar;
- notes and other written communications provided to students to be passed on to parents;
- Class emails highlighting important information usually pertaining to the whole school, a year group, or a subject/class group;
- Our Facebook page - Kamaroi School and letters by post – used where email is not possible or is deemed inappropriate.

Structured Parent/Guardian and Teacher Communications

Structured parent teacher communications are facilitated throughout the year via:

- parent teacher interviews;
- and Class meetings/parent information evenings

Parent/Guardian Initiated Communication with Teachers

Parents/guardians should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It is therefore usually difficult to arrange meetings on short notice during a school day. "Doorway" interviews are avoided while the teacher is teaching or just before school - as it is a disruption to children and teaching/preparation.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- General curriculum enquiries should also be addressed to the class teacher.
- Pastoral care enquiries should be addressed to a student's class teacher who will then contact the Student Welfare Liaison.
- When seeking to arrange a meeting with a classroom or specialist parents/guardians should make a formal appointment for either a telephone meeting or a face to face meeting.
- Appointments can be made at a mutually convenient time with the class teacher or by e.g. telephoning the school office on 02 94501651, by email Kamaroi@kamaroi.nsw.edu.au
- Where possible we will endeavour to arrange relevant meetings at a mutually convenient time after receiving a request.
- If the matter or issue is relevant to a specialist subject area, such as music or eurythmy, parents/guardians can arrange a time to meet with the relevant specialist teacher using the methods above.
- If a parent/guardian is dissatisfied with the response of a teacher they should request an appointment with the Principal.

Parent/Guardian Initiated Communication with the Principal

When a parent/guardian has a concern or wishes to discuss an issue regarding a situation which they considers affects the whole school, their child's wellbeing or relates to a school policy or matter, or when parents/guardian 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.

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.

Main points of formal meetings will be recorded and all persons involved will receive a copy of the summary notes. Any correspondence received by the school will be kept in a secure file.

When seeking to arrange a meeting with a The Principal parents/guardian should make a formal appointment for either a telephone meeting or a face to face meeting.

Appointments can be made at a mutually convenient time with the Principal by telephoning the school office on 02 94501651, or by email at Kamaroi@kamaroi.nsw.edu.au

Parent/Guardian Initiated Communication with the Board

The Kamaroi School Board normally meets ten times per annum, generally early each month during the school year.

Parents can contact the Board directly in writing either by letter or email at Kamaroi@kamaroi.nsw.edu.au and marked to the attention of the Board Chair, or to the attention of the Company Secretary.

The Board also has a 'representative' at many PA meetings and will, if sufficient RSVP's are received, hold a 'meet the Board' evening each year.

Courteous and Respectful Behaviour

Kamaroi Rudolf Steiner School's teachers and staff endeavour to be courteous and respectful with our students, parents and our wider community. We also expect students, parents and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents are expected to abide by the school's **Parent Code of Conduct** at all times and in particular all communications with teachers and school staff should be approached in a calm and non-aggressive manner.

Issues Resolution/Complaints Policy

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher or other member of Kamaroi Rudolf Steiner School's staff they may lodge a formal complaint which will be dealt with in accordance with our **Issues Resolution Policy**. Please contact the office for more information.

Emergencies

Normally, a parent should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the school office, advise them of the nature of the emergency and staff members will facilitate communications with their child.

Implementation

Kamaroi Rudolf Steiner School has set up a series of compliance tasks to ensure that key obligations under the NSW School Registration Manual are managed effectively.

Related Policies

Parent Code of Conduct

For further information regarding Parent Communication, please contact the School Office.