

AVELEY NORTH PRIMARY SCHOOL

Together We Succeed



PARENT COMMUNICATION GUIDELINES 2023

**Fully Endorsed by the Aveley North School
Board in 2022**

June 2023

CONTENTS

1. HOURS OF COMMUNICATION
2. COMMUNICATION OPTIONS
3. CONTACTING MY CHILD'S TEACHER
4. COMMUNICATING A PROBLEM OR CONCERN
5. RESPECTFUL RELATIONSHIPS
6. KEEPING OF RECORDS

TOGETHER WE SUCCEED

“School communities thrive on open communication wherein staff, students, and parents and care givers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.”

At Aveley North Primary School we value the partnership that exists between parents/guardians and staff. This partnership aims to foster academic progress, nurture student well-being and promote a positive school community. It is therefore in the interests of the whole school community that communication between parents/guardians, teachers and other staff members is open and respectful. These operational guidelines are designed to ensure the most effective and productive communication between teachers and parents/guardians.

1. HOURS OF COMMUNICATION

8 am – 4 pm Monday to Friday

- Teachers are available outside of classroom teaching time and recess/ lunch supervision time.
- Please allow up to two working days for a reply to any communication. Parents/guardians should be aware that sometimes a delay in reply may be experienced, due to staff absences or illness.

2. COMMUNICATION OPTIONS

Staff are available to openly communicate in a number of ways:

Face to face

- Scheduled during face to face hours of communication when the staff member is not teaching or supervising students (Via WebEx/ Teams if COVID restrictions are in place)

Phone

- Via the school phone number during hours of communication when the staff member is not teaching or supervising students. Teachers are unable to provide their personal phone numbers.

Email

- Via Department of Education email addresses during hours of communication when the staff member is not teaching or supervising students.

Connect

- Official information from the school and classroom information from teachers will be sent via Connect.

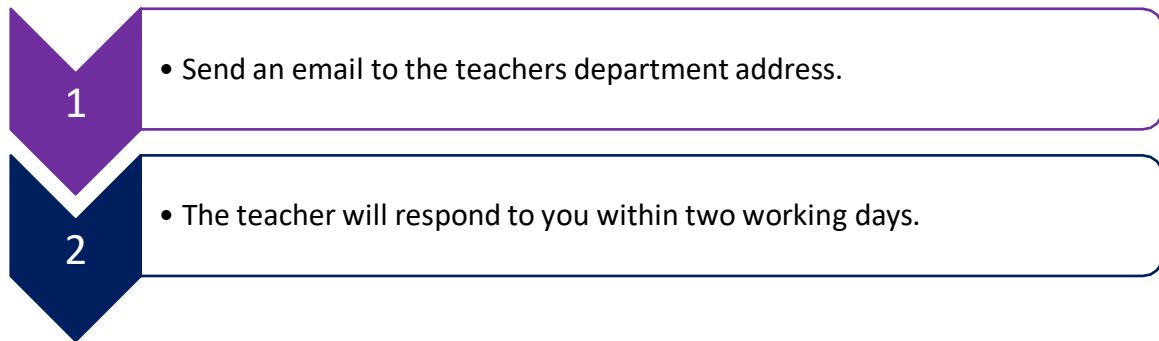
Facebook

- General notices from the school office will be posted on the school’s Facebook page. The school does not reply to comments or messages through this app or provide formal communication.

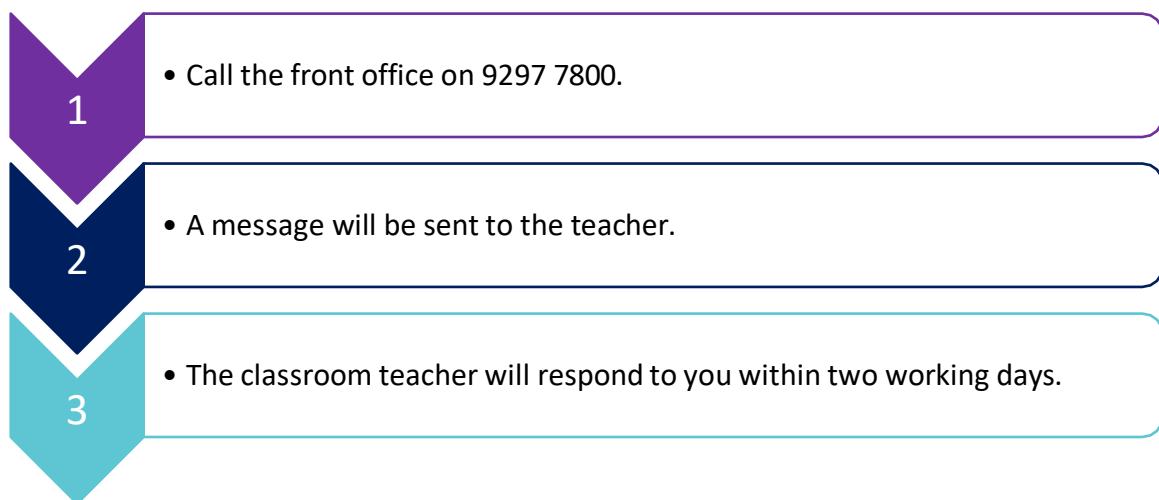
Staff are unable to accept any friend requests on social media by parents/ guardians or students and will not respond to any attempted communication via social media.

3. CONTACTING MY CHILD'S TEACHER

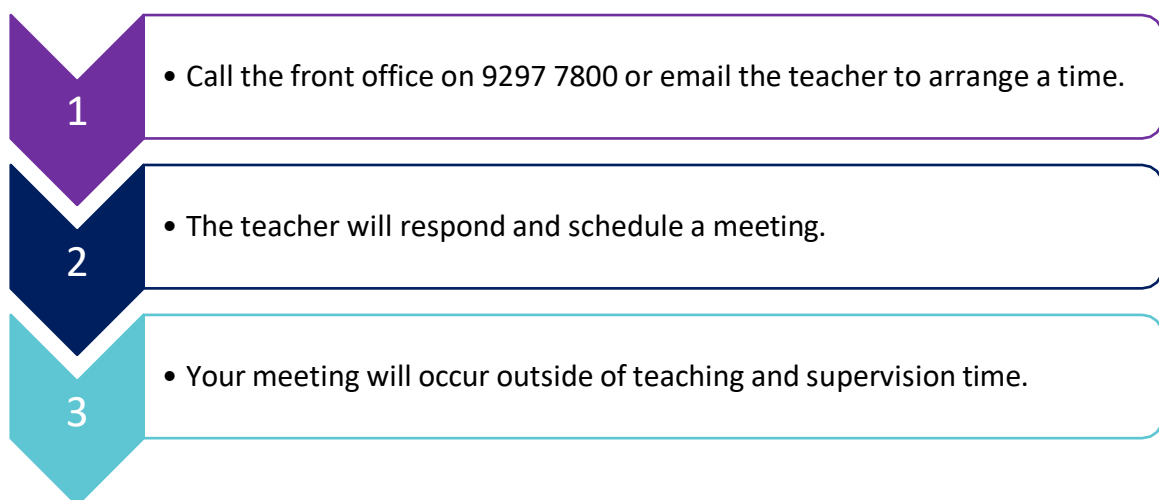
BY EMAIL



BY PHONE



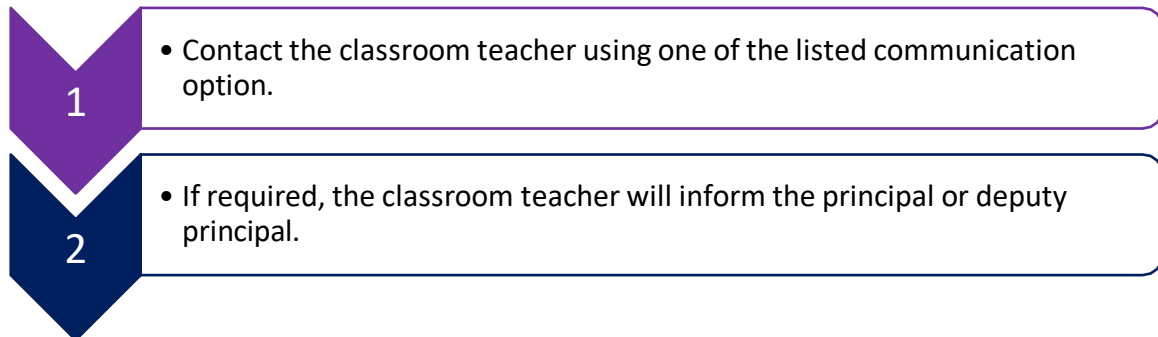
FACE TO FACE



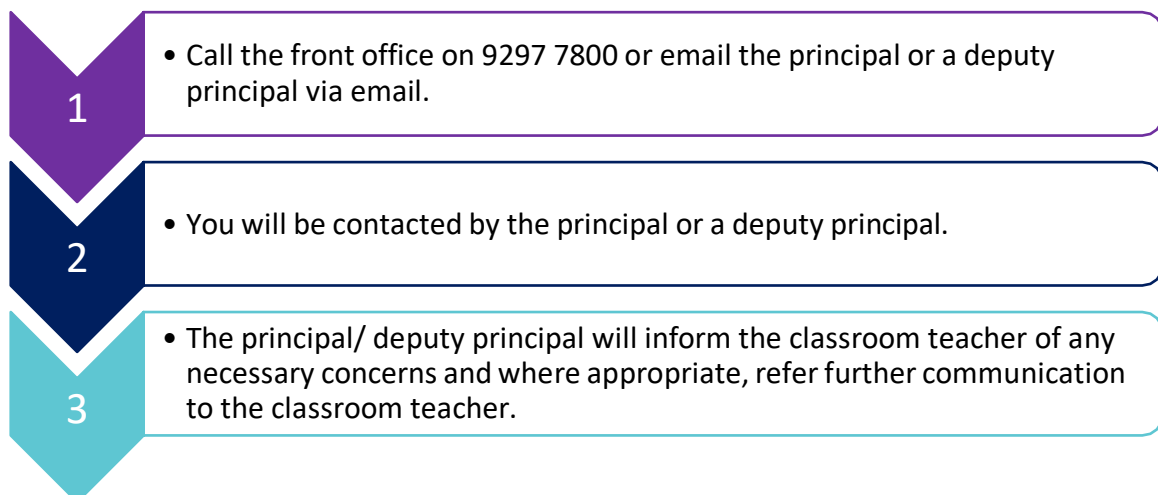
Please be aware that teachers are unable to have discussions while supervising students at the beginning and end of the school day due to duty of care of the students and privacy guidelines.

4. COMMUNICATING A PROBLEM OR CONCERN

Communicating a problem or concern regarding your child's learning or social relationships



Communicating an urgent matter, problem, concern or personal/ legal matters



5. RESPECTFUL RELATIONSHIPS

At Aveley North Primary School we understand that as a parent, your number one priority is to advocate for your child. Your feedback is encouraged as we work together to support your child. Intimidating, aggressive or threatening behaviour is not acceptable and will not be tolerated.

While on the school grounds, no parent/guardian should approach children of other families or their parents/guardians to address a school-related or non-school related issue. Please refer any school related issues to the office.

6. KEEPING OF RECORDS

All communication is recorded on the Department of Education Parent Contact system.