

This policy is compatible and compliant with The Brotherhood of St Laurence – High Street Centre Frankston, Victorian Registration and Qualifications Authority (VRQA) and the broader Brotherhood of St Laurence policies.

Source of Obligation The Victorian Registration Standards (sch 4 cl 12 ETR Regs) require that the David Scott School must ensure that the care, safety and welfare of all students attending the David Scott School is in accordance with any applicable State and Commonwealth laws, and that all staff are advised of their obligations under those laws.

The Guidelines require evidence of how the school communicates policies and procedures on the care, safety and welfare of students to staff, students, parents, guardians and the school community.

School Policy At the David Scott School we believe that positive, clear and effective communication between the school and its 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 the David Scott School seeks to facilitate communication between the school and parents/carers including:

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

General School Communications to Parents

General School communications to parents are facilitated through:

- the online publication of our quarterly newsletter
- updates on our public website
- updates and news through our parent portal COMPASS
- notes and other written communications provided to students to be passed on to parents
- emails (usually via COMPASS) highlighting important information usually pertaining to the whole David Scott School, a year group, or a subject/class group
- letters by post.

Structured Parent/Teacher Communications

Structured parent/teacher communications are facilitated throughout the year via:

- entries in student COMPASS chronicle
- scheduled and/or on request parent teacher interviews
- student support group meetings
- parent information evenings.

Parent/Carer Initiated Communication with Teachers

Parents/carers should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments.

Parent Communication Policy

It is therefore usually difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher via email.
- General curriculum enquiries should be addressed to the Senior Teacher Teaching & Learning.
- Pastoral care enquiries should be addressed to the Head of Wellbeing.

When seeking to arrange a meeting parents should make a formal appointment for either a telephone meeting or a face to face meeting.

Appointments can be made by telephoning the school's administration team on 8781 5907 or by emailinfo@davidscottschool.com.au

Where possible we will endeavour to arrange relevant meetings within 5 days of receiving a request.

If a parent is dissatisfied with the response of a teacher, they should request an appointment with the Assistant Principal.

Courteous and Respectful Behaviour

The David Scott School's teachers and staff will be courteous and respectful with our students, parents and the wider community. We also expect students, parents and others to be courteous and respectful with our staff, especially to set an example for their student.

All communications with teachers and staff must be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher or other member of David Scott School staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints Handling Policy which is available on our public website.

Emergencies

A parent should not communicate with their child during school hours.

In the event of an emergency, parents are requested to contact the school office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent and the child.

Implementation

David Scott School has set up a series of compliance tasks in **CompliSpace Assurance**, to ensure that key obligations under the Victorian Registration Standards and Guidelines are managed effectively.

Approved by	Catherine Arnold - Principal
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Parent Communication Policy

Approved Date	October, 2020
Review Date	2022
Authorising Department	David Scott School
Prepared by	Craig Colgan – Business Manager
Control File title	Parent Communication Policy
Version No	V 1.0
Superseded documents	

Policy Changes

Date	Reason for Change	Made by