



Communication initiatives 2015

Issue resolution process

We have formulated and implemented a very thorough formal process for resolving issues. It involves confirming an appropriate time and place to give an issue the focus it needs; staff listening carefully to the issue(s) and fully understand a parent's perspective; examination of solutions; selection of the best solution(s); documentation of the meeting; sending a copy of the documentation to parents; and dates for reviewing or further discussing progress.

We are very keen on addressing all issues quickly and effectively. I hope that if you have an issue that we will be able to support the resolution of it successfully.

And in those small cases where resolution is not achieved, the involvement of the 'next level up' (ie. Syndicate leader, principal or BOT Chairperson) will occur to support a successful outcome.

Communicating regarding behaviour

We have very clear guidelines regarding the steps staff are required to take in the event of student misbehaviour. Parents are an essential part of that process and will be communicated with immediately to help the teacher and team leader support a student with modifying any behaviour.

Communication via email

We encourage parents to email teachers when more than a short message is needed. The question or issue can then be resolved via email or staff will make an appropriate time to further discuss the situation.

During the week staff will endeavour to respond to emails within 24hrs of receiving them. There may be a number of legitimate reasons why we cannot always fulfil that but we will always try to respond quickly.

Email communication should not be used to communicate urgent messages intended for a teacher or child. eg. child's afterschool arrangements suddenly change. **Please call the office to ensure that urgent message gets through.** Teachers are often not able to read messages during the school day because they are teaching students and they may have playground duty, scheduled meetings or other commitments.

And please be aware that afterschool staff/syndicate meetings are scheduled at least twice a week, along with leadership and other regular meetings making the afternoons very busy too.

'Right time, right place'

We encourage resolution of all questions or issues. As such, having an appropriate time and place for meeting is essential. Instead of trying to resolve a potentially important issue in a short space of time, with others possibly present, teachers will suggest making a time - setting ourselves up for successful resolution.

So **between 8.30-8.55am staff are asked not to schedule meetings** with parents or to hold impromptu meetings. This is so they are able to **prepare for their busy day ahead and be available to students and parents who are passing on quick messages.**

Sharing quick information with the teacher (eg. tiredness, family issue, etc.) will always be an important part of the day's preparation. So please continue to do that!

But for bigger issues we'll find a better time & place.