**Communicating** with your child’s school

We value open and respectful communication with parents and carers, to support student learning.

**You can expect schools to:**

recognise and celebrate your child’s achievements

report on your child’s academic progress

communicate about your child’s learning, wellbeing and development

inform you of any serious issues concerning your child

alert you on the same day if your child is absent without a reason

forward requests needing your consent or payment

provide regular school updates and notify you of school events

offer opportunities and ways to give feedback

offer parent/carer-teacher interviews twice per year.

**You should not expect:**

an immediate response to non-urgent inquiries – it may take a minimum of 2 or more business days

staff to return calls or reply to emails outside standard business hours (including evenings and weekends)

a response from staff to social media messages from their personal account

access to teachers’ personal phone numbers or emails

teachers to discuss school matters when not at work (e.g. if you see a teacher outside of school hours in the community)

meetings with staff during the school day without an appointment

to be allowed on school grounds if you have been aggressive or harassed staff or students.

**Contact your child’s school if:**

your child will be absent, providing the reason

you are concerned about your child’s learning, social progress or wellbeing

there are changes to your child’s medical information

there are changes in family circumstances

you notice safety issues or behaviour changes at home

issues arise that may affect student and/or staff safety at school

you need to make or change an appointment.

**When contacting your child’s school:**

contact the school administration for general inquiries

follow the school’s processes for requesting meetings or contact with teachers

for more complex or sensitive issues, request a face-to-face meeting to give the matter the attention it needs

allow staff time to respond to your inquiry, remembering that teachers’ priorities during the day are in the classroom.

**How you can help your child’s school:**

keep your contact details up-to-date

read school communications

use polite language in all spoken and written messages

be open to ideas and willing to compromise if needed to reach an agreement.

**If you are unhappy about something that has happened at school, you can make a complaint:**

first raise your concern with the school by making an appointment or sending an email

if you’re not happy with the outcome, you can speak with the principal or take your complaint to the school’s Regional Office. All complaints about staff or school operations are handled fairly.