



Nyah District Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Nyah District Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

Nyah District Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. We do also prioritise teaching time, so we aim to limit interruptions in teaching sessions, especially between 8:50 am and 3:15 pm. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please contact the school on 50302548
- to report any urgent issues relating to a student on a particular day, please contact the office on 50302548
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher to organise a meeting time
- for enquiries regarding camps and excursions, please contact Luke Dalton, Principal, on 50302548
- to make a complaint, please contact the Principal on 50302548
- to report a potential hazard or incident on the school site, please contact Luke Dalton, Principal, on 50302548
- for parent payments, please contact Lois Caelli on 50302548
- for other enquiries, please contact our Office.
- Information can also be shared in advance through student diaries.

Nyah District Primary School staff can also be contacted via the SeeSaw app. If using the SeeSaw app please be aware it is checked intermitted during the day and be aware of what time you are messaging staff as this may result in a slower response time.

Nyah District PS also has a closed Facebook group where parents can communicate with staff. Please be mindful of the content you do share on Facebook. If using Facebook please be aware it is checked intermitted during the day and may result in a slower response time.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1 – 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours, where possible.

RELATED POLICIES AND RESOURCES

Student Safety Policy

Child Safety Policy

School Engagement and Well Being Policy

Complaints Policy

Statement of Values and School Philosophy

REVIEW CYCLE

This policy was last updated in August 2021 and is scheduled for review in 12 months.