

Communicating with Parents Policy

Parents and guardians play a vital role in education. When parents and guardians are engaged and involved, everyone – students, parents and families, school staff and communities – benefit and our College becomes an increasingly rich and more positive place to be, in which teaching, learning and growing can take place in abundance. For this to occur, parents and guardians and the College must work in equal partnership in support of the young people in our care. This will include expressing loyalty to our College community, being committed to live out the College Vision and Mission and being supportive of College policies and procedures.

One important aspect of this partnership is the openness of our College to communication with parents and guardians. This might come about because a concern needs to be raised or to discuss a matter related to their child for example. We also encourage parents and guardians to give us feedback that might assist our community's ongoing improvement agenda. Parents and guardians are always encouraged to contact the relevant College staff member to discuss these matters. When communicating with staff parents can expect a reply within two working days of making the initial contact.

We ask that parents and guardians communicate in a calm and respectful manner, always being willing to be identified as the person raising the issue so that the College has the opportunity to satisfactorily address them. It is not possible for the College to act upon concerns that are raised anonymously. The College staff commit to the same.

The table below assists parents and guardians in identifying the appropriate person to contact when raising an issue or concern or giving some feedback. This will ensure that the person most equipped to act is contacted first. Contact can be made via email, phone call, via MyPenola or in person by making an appointment time.

Area of concern/issue	Staff Member to contact (in graduated order)
Curriculum Matters	Subject Teacher → Head of Learning Area → Deputy Principal Teaching and Learning
Student's Academic Progress	Subject Teacher → YLC → Deputy Principal, HOC
Student Welfare Matters	Homeroom Teacher → YLC → Head of Student Enhancement and/or Head of Student Inclusion → Coordinator of Students (CoS) (Broadmeadows Campus only) → Deputy Principal, HOC
General Student Behaviour	Homeroom Teacher → YLC → CoS (Broadmeadows Campus only) → Deputy Principal, HOC
Greenvale Bus Transport Matters	Daily Organiser, Glenroy Campus
College Policies	Principal
Staff	Deputy Principal, HOC

Off Campus Incidents (in and out of school hours)	Deputy Principal, HOC
Uniform	Homeroom Teacher → YLC → CoS (Broadmeadows Campus only) → Deputy Principal, HOC
Financial Matters	Fee Collection Officer → Business Manager
Privacy laws/Act	Principal

In all cases where the matter cannot be satisfactorily resolved, parents and guardians are encouraged to contact the College Principal:

Broadmeadows Campus 9301 2777

Glenroy Campus 9301 7800

Email principal@penola.vic.edu.au

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