



**Penola**  
CATHOLIC COLLEGE  
EST. 1995

## COMMUNICATING WITH PARENTS/GUARDIANS POLICY

### Introduction

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 school 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 you 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. Penola Catholic 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)
<b>Curriculum Matters</b>	Subject Teacher→Head of Learning Area→Deputy Principal Teaching and Learning
<b>Student's Academic Progress</b>	Subject Teacher→Year Level Coordinator→Deputy Principal, Head of Campus
<b>Student Welfare Matters</b>	Homeroom Teacher→Year Level Coordinator→Head of Student Enhancement and/or Head of Student Inclusion→Coordinator of Students (Broadmeadows Campus only)→Deputy Principal, Head of Campus
<b>General Student Behaviour</b>	Homeroom Teacher→Year Level Coordinator→Coordinator of Students (Broadmeadows Campus only)→Deputy Principal, Head of Campus
<b>Greenvale Bus Transport Matters</b>	Daily Organiser, Glenroy Campus
<b>College Policies</b>	Principal
<b>Staff</b>	Deputy Principal, Head of Campus
<b>Off Campus Incidents (in and out of school hours)</b>	Deputy Principal, Head of Campus

<b>Uniform</b>	Homeroom Teacher→Year Level Coordinator→Coordinator of Students (Broadmeadows Campus only)→Deputy Principal, Head of Campus
<b>Financial Matters</b>	Fee Collection Officer→Business Manager
<b>Privacy laws/Act</b>	Principal

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

Broadmeadows Campus: 93012777

Glenroy Campus: 93017800

Email: [principal@penola.vic.edu.au](mailto:principal@penola.vic.edu.au)