



## **TINTERNVALE PRIMARY SCHOOL**

### **Communication With School Staff**



#### **Help for non-English speakers**

If you need help to understand the information in this policy please contact the Principal, Joanne Wood.

### **Purpose**

This policy explains how Tinternvale 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**

Tinternvale Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. 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:

### **Contact**

From time to time, parents and carers may have enquiries regarding educational, relational or behaviour matters. The following flowcharts provide parents and carers with direction about whom to contact for which matter. The person of contact, e.g. the Classroom teacher, may liaise with other staff members or professionals where appropriate.

The flow charts indicate the order in which contact should be made about various matters, based on the processes that exist within the school. If you are unable to decide whom to contact, please call Administration on 9720 1215 or [tinternvale.ps@education.vic.gov.au](mailto:tinternvale.ps@education.vic.gov.au) for assistance.

**Student Learning** – Academic progress within the classroom. This can include Individual Education Plans and Semester Reports, student progress or difficulties.

**Year Level programs, camps, excursions, and incursions** – Extra-curricular events within the year level cohort.

**Wellbeing and Engagement** – Student wellbeing and engagement which includes disability and access, mental health, significant changes at home that may impact the student, attendance and connectedness to school.

**Student Behaviour and Incidents** – Regular or frequent incidences which may include bullying (repeated and targeted behaviour over a period of time), cyber bullying, negative social interactions and physical aggression. This may also include safety concerns at school.

**Sports** – Extra-curricular sport activities such as Interschool Sport, District Events, Swimming and or sport excursions.

**Finance or Parent Payments** – Matters regarding family accounts with the school and payments made to the school. This includes the Camps, Sports and Excursions Fund (CSEF).

**Facilities Hire** – Information regarding the hiring of school facilities outside of school hours.

	Student Learning	Year Level Programs, camps, excursions and incursions	Wellbeing and Engagement	Student Behaviour
<b>In the first instance please contact</b>	Classroom Teacher	Classroom Teacher	Classroom Teacher	Classroom Teacher
<b>Then</b> (only if the matter has not been satisfactorily resolved in the previous step)	Team Leader	Team Leader	Team Leader	Inclusion Leader
<b>Then</b> (only if the matter has not been satisfactorily resolved in the previous step)	Learning Specialist	Assistant Principal	Inclusion Leader or Assistant Principal	Assistant Principal

	Concern regarding an incident	Sport	Finances or Parent Payments	Facilities Hire
<b>In the first instance please contact</b>	Classroom Teacher	Classroom Teacher	Business Manager	Business Manager

<b>Then</b> (only if the matter has not been satisfactorily resolved in the previous step)	Inclusion Leader or Assistant Principal	Physical Education Teacher
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*Any enquiries or concerns that have not been satisfactorily resolved following these processes, may then be directed to the attention of the School Principal, Joanne Wood.*

*To make a complaint, please contact the Principal or Assistant Principal on 9720-1215 or via email. Please also refer to our Complaints policy, available on the school website.*

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 – 3 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

#### **Team Leaders**

Prep Kate Ruff [Kate.Ruff@education.vic.gov.au](mailto:Kate.Ruff@education.vic.gov.au)

Year 1 Kylie Armstrong [Kylie.Armstrong@education.vic.gov.au](mailto:Kylie.Armstrong@education.vic.gov.au)

Year 2 Sarah Jeffery [Sarah.Jeffery@education.vic.gov.au](mailto:Sarah.Jeffery@education.vic.gov.au)

Year 3/4 Olivia Akaruru [Olivia.Akaruru@education.vic.gov.au](mailto:Olivia.Akaruru@education.vic.gov.au)

Year 5/6 Jessica Dailey [Jessica.Dailey@education.vic.gov.au](mailto:Jessica.Dailey@education.vic.gov.au)

Specialists Simon Datson [Simon.Datson@education.vic.gov.au](mailto:Simon.Datson@education.vic.gov.au)

#### **Learning Specialists**

Literacy- Alice Hutchings [Alice.Hutchings@education.vic.gov.au](mailto:Alice.Hutchings@education.vic.gov.au)

Maths- David McManamon [David.Mcmanamon@education.vic.gov.au](mailto:David.Mcmanamon@education.vic.gov.au)

Wellbeing- Lauren Heywood [Lauren.Heywood@education.vic.gov.au](mailto:Lauren.Heywood@education.vic.gov.au)

**Inclusion Leader** Alice Hutchings [Alice.Hutchings@education.vic.gov.au](mailto:Alice.Hutchings@education.vic.gov.au)

**Assistant Principal** Bianca Closter [Bianca.Closter@education.vic.gov.au](mailto:Bianca.Closter@education.vic.gov.au)

**Business Manager** Michelle Beaton [Michelle.Beaton@education.vic.gov.au](mailto:Michelle.Beaton@education.vic.gov.au)

**Physical Education** Simon Datson [Simon.Datson@education.vic.gov.au](mailto:Simon.Datson@education.vic.gov.au)

## Methods of Communication

### Compass

Compass is the school's online Management and Communication System. Compass enables teachers, parents and carers to be more closely engaged in the learning journey, and improve the flow of information, fostering collaboration and connecting home and school. Compass features include a news feed where important information is shared between the school and parents and carers, as well as a direct messaging function, calendar, Student Academic Reports and school newsletters. For further information or for assistance with using Compass, including technical issues, please contact Lisa Swindells on 9720-1215 or [lisa.swindells@education.vic.gov.au](mailto:lisa.swindells@education.vic.gov.au) or [tinternvale.ps@education.vic.gov.au](mailto:tinternvale.ps@education.vic.gov.au)

### Email

Together with Compass, email is the primary mode of communication between home and school. It is important that parent and carer email addresses held at the school are correct and up to date.

### Telephone

From time to time, parents and carers may need to speak with a member of staff. If a member of staff is unavailable to take a call, parents and carers request a call back through our office administration staff.

### Website

Our school website <https://www.tinternvaleps.vic.edu.au/> provides an overview of the school and its learning programs, values and philosophy, as well as information about the Tinternvale community. Parents and carers can access important school information including contact and communication, enrolment, school policies and key documents, along with school newsletters.

## Interpreting Services

We can arrange for interpreting support if you have a language background other than English and need help with understanding important educational information about your child. Contact the Assistant Principal for more information.

## Requests for Information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit  
Department of Education and Training  
2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## Unacceptable Communication, Behaviours and Consequences

Schools are positive places of learning where everyone has a right to a safe and healthy learning environment. Schools are also workplaces and school staff deserve to work in an environment where they don't feel threatened or unsafe.

When a small number of parents and carers behave unacceptably towards a staff member or another member of the school community, this can affect their health, safety and wellbeing. The impact can also be felt by the wider school community.

Unacceptable or unreasonable behaviours include, but are not limited to:

- being violent or threatening violence of any kind, including being physically intimidating, aggressive hand gestures or invading another person's personal space
- speaking or behaving in a rude, aggressive or threatening way, either in person, via email, social media, or over the telephone
- sending demanding, rude, confronting or threatening letters, emails or text messages
- discriminatory or derogatory comments
- the use of social media or public forums to make inappropriate or threatening remarks about the school, staff or students.

If a parent or carer behaves in an unacceptable way, the school principal may contact them to talk about this further and there may be consequences. This may include making a [School Community Safety Order](#) to prohibit or limit harmful, threatening or abusive behaviour from a parent, carer or other adult to members of the school community.

Unacceptable or unreasonable behaviour may be escalated to the Department, where it will be assessed and managed by:

- requesting that the parties attend a mediation or counselling sessions
- requesting all communications be in writing
- written warnings
- conditions of entry to school grounds or school activities

- exclusion from school grounds or attendance at school activities
- reports to Victoria Police
- legal action.

For more information about this policy, email [safer.school.communities@education.vic.gov.au](mailto:safer.school.communities@education.vic.gov.au).

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Via Compass
- Included in staff induction processes and staff training
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Policy last reviewed	August 2025
Approved by	Principal
Next scheduled review date	February 2026