



COMMUNICATION POLICY

MELROSE HIGH SCHOOL

OVERVIEW

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

CONTACTING THE SCHOOL

Communication by email or via the parent portal is the preferred method.

Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

TELEPHONE

Please use the main reception number, (02) 6142 0700, and you will be directed to the relevant area. You are able to leave a message for a teacher to contact you:

- > Reception staff will relay messages to teachers as soon as possible.
- > If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- > We will try to respond to you within three working days, if not sooner.
- > Please note, lessons will never be interrupted for teachers to take calls.

EMAIL

Parents and carers are able to send personalised messages to teachers through the parent portal. Alternatively, an email can be sent to the front office, frontoffice_melrosehs@ed.act.edu.au or the U-R Safe inbox, ursafe.melrosehs@ed.act.edu.au and it will be forwarded to the appropriate person.

- > Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- > We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

MEETINGS

The day-to-day care, welfare and safety of your child is managed by various staff.

- > In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 1. Classroom Teacher (if query is relevant to a specific subject)
 2. Year Co-ordinator
 3. Executive Teacher (if query is relevant to a specific subject)

4. Deputy Principal
5. Principal

- > Meetings should always be pre-arranged with members of staff.
- > If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will endeavour to find a senior member of staff to see you.
- > For non-urgent meetings we will aim to meet with you within five working days if the issue cannot be resolved by email or a phone call. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

CONTACTING YOU

Our preferred method of contacting you is via email.

The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including newsletters, semester reports, parent-teacher interviews, daily notices on the parent portal and phone calls.

If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. This information can also be found on the school website. You can find these by searching Facebook, Instagram or by visiting our website, www.melrosehs.act.edu.au

NO RESPONSE

If you have not received a response from the school within three working days, please contact the school by emailing frontoffice_melrosehs@ed.act.edu.au

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

CONTACT INFORMATION

School Reception	Ph: (02) 6142 0700 Frontoffice_melrosehs@ed.act.edu.au
School Website	www.melrosehs.act.edu.au
ACT Education Website	www.education.act.gov.au
Feedback and Complaints	Ph: 6205 5429 www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries