

PARKDALE SECONDARY COLLEGE

PARENT COMMUNICATION POLICY & PROTOCOLS



POLICY DATE: 2022

REVIEW PERIOD: 2022- 2026

APPROVED BY: The Principal – David Russell



Help for non-English speakers

If you need help to understand the information in this policy, please contact the college on 9580 6311.

PURPOSE

This policy explains how Parkdale Secondary College 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

Effective communication is central to keeping our college community fully informed. There are numerous forms of communication used in today's schools and it is vital there is a three-way partnership with the students, school staff and parents. Parkdale secondary college encourages open communication on student progress and growth.

At Parkdale secondary college we understand that effective communication is a process that needs to be relevant and timely so that all parties access information as required. We expect that everyone in our school community will adhere to respectful and polite behaviours at all times. In this document we outline these communication responsibilities and expectations to support everyone to become fully informed and to strengthen the school, student, home partnership.

Parkdale Secondary College understands the importance of providing helpful and timely responses to common enquiries from parents and carers. School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours, where possible.

Parkdale Communication

Parkdale uses a variety of methods for ensuring the school community is well informed about school events during school terms.

COMMUNICATION FOR ALL ASPECTS OF TEACHING & LEARNING, ASSESSMENT & WELLBEING

COMPASS:

Parents are provided with a secure, personalised login to access:

- o attendance,
- o student timetable,
- o learning tasks,
- o homework,
- o reporting,
- o event information, including consent and payment,
- o Parent/teacher interview bookings,
- o Emails for teachers.

STUDENT ORGANISER:

Teachers, students and parents may also use the student organiser as a communication tool.

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PARENT TEACHER INTERVIEWS:

Held in Semester 1 each year. Parent Teacher interviews are currently held online via the WebEx platform.

PROMOTION AND CELEBRATION OF OUR STUDENTS AND COLLEGE:

- College website: parkdalesc.vic.edu.au
- Facebook & Instagram: Parkdale Secondary College
- Monthly newsletter: available on the college website
- Annual Information nights for each Year level
- Annual Open Night
- Enrichment Program Showcases
- Year 7 Meet the Tutor evenings
- Performing Arts evenings
- VCAL Expo evenings

COMMUNITY LINKS

PARENTS ASSOCIATION:

Parents association meets on the second Tuesday of each month at the school. This is an excellent opportunity to provide feedback and ask questions related to programs and policies in general. There is always a member of the Principal team in attendance along with guest speakers from various roles within the college. To register your interest in joining the Parents' Association please see the link on our website.

SCHOOL COUNCIL:

School Council meetings are held on the third Tuesday of each month, with elected parent and staff members. The School Council sets the key directions of the college. Annual elections are held for School Council representatives in November each year.

Names of Contacts

Principal	Mr David Russell	Year 10 Leader & Learning Journeys	Mr James Cumming
Assistant Principal (Year 7-9)	Mrs June Sainsbery	Year 7 Coordinators	Ms. Christine Braybrooke & Mr Joshua Benson
Assistant Principal (Year 10 -12)	Mr Michael Tuck	Year 8 Coordinators	Mr. Joey Mayus & Mr. Gavin Murray.
Assistant Principal (International Students)	Mrs Melissa Treverton	Year 9 Coordinators	Mr. David Bose & Ms. Carly Gaffney
Wellbeing Coordinator	Mr. Jake Phin	Year 10 Coordinators	Mr Lucas Vogt & Ms Vanessa Leslie
Business Manager	Ms. Paula Alexander	Year 11 Coordinators	Mr Matthew Ryan & Ms Rachael Rosenbrock
Subject Teacher	See Compass	Year 12 Coordinators	Mrs Maria Koumoundouros & Mr Dale Towler
Tutor Teacher	See Compass	IT Manager	Mr Luke Bayley
Sports Coordinator Yr. 7	Ms Tayla Wilson	Careers Advisor	Ms Laura Della Fortuna
Sports Coordinator Yr. 8	Ms Kirsty Sonneveld	ESP Coordinator	Ms Sarah Hughes
Sports Coordinator Senior & Intermediate	Ms Sue Fitzgerald	AEP Dance Coordinator	Ms Emily Bleeker
Year 7 Leader	Ms. Emily Payne	STEP Coordinator	Ms Janelle Scott
Year 8 Leader	Ms. Sheila Collins	WIP Coordinator	Mr. Joseph Mayus
Year 9 Leader & CONNECT	Ms Marisa Di Poala	Instrumental Music Coordinator	Mr Dimitri Willenberg & Ms Kylie De Niese

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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:

Query	Contact Person	Best method of communication
Absences	First Aid/Attendance Officer	Record on Compass using Parent log in Call 9580 6311 (ext. 1)
Subject related enquires <ul style="list-style-type: none"> • Curriculum • Academic Progress • Excursions 	Subject Teacher	Email via Compass Call 9580 6311
Wellbeing	Tutor Teacher Year Level Coordinator	Email via Compass Call 9580 6311 or Email: parkdale.sc@education.vic.gov.au
Complaints	Junior School – Mrs. June Sainsbery Senior School – Mr. Michael Tuck Community – Mrs. Melissa Treverton	Call 9580 6311 or Email: parkdale.sc@education.vic.gov.au
Lost Property	First Aid/Attendance Officer	Call 9580 6311 (ext. 1)
Student / Family details	Student Administration	Call 9580 6311 (ext. 2)
Parent payments	Accounts Receivable	Call 9580 6311 (ext. 3)
Refunds	Business Manager	Call 9580 6311 (ext. 3)
Financial Support	Business Manager	Call 9580 6311
IT Support	IT Manager	Email: helpdesk@parkdalesc.vic.edu.au
Enrichment Programs	Relevant Program Leader	Email via Compass
Careers/Pathways	Careers Advisor	Email: parkdale.sc@education.vic.gov.au
Camps	Year Level Leader	Email: parkdale.sc@education.vic.gov.au
Subject Changes – Year 9	Assistant Principal – (Year 7-9)	Email: parkdale.sc@education.vic.gov.au
Subject Changes – Year 10-12	Assistant Principal – (Year 10-12)	Senior students should speak directly with the Assistant Principal

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Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact [insert school contact details] 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

COMMUNICATION

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

- Published on school website
- Published in Compass
- Hard copy available from school administration upon request

EVALUATION

The Principal Team will be responsible for the review of this policy.