



**Marong
Primary School**
Respect | Responsibility | Honesty

COMMUNICATION, FEEDBACK & SUPPORT STRATEGY



Help for non-English speakers

If you need help to understand the information in this policy please
contact the office on 54352288

Purpose and Values

At Marong Primary School, we are committed to fostering the partnerships with families as crucial stakeholders in the education of the children at Marong Primary School. Our core values guide our actions and shape our community:

- **Achievement:** We strive for our personal best, aim for excellence and aspire to be resilient, confident citizens.
- **Belonging:** We may everyone feel safe, valued and included.
- **Respect:** We treat everyone with kindness, consideration, and value their unique contributions.
- **Responsibility:** We take ownership of our actions, make responsible choices, and contribute positively to our school and community.

This policy explains how Marong Primary School proposes to

- manage communication both to and from families
- provide feedback and manage complaints
- communicate additional support

Marong Primary School understands the importance of providing accurate, relevant and detailed updates to parents/carers on academic and social matters for students.

Teaching staff will be responsible for the ongoing communication to parents where special circumstances require such information to be provided.

Education Support Staff are to pass on to teaching staff relevant concerns, information and updates they feel require reporting to parents/carers.

Communication will occur through approved school apps such as Sentral or teaching staff emails only. Records of all communication are to be kept on site and remain the

property of the school. **All staff** are prohibited from using personal phones and/or social media apps to communicate school matters with parents/carers.

Excursion/event consent, student academic report publishing, student absence notification, conference bookings and general updates will be provided via the Sentral app. If you need assistance to set up the app or with using it please contact the office on 54352288.

Communication – School to families – Written / Online / Verbal / Face to face

At Marong Primary School, the following written / online / verbal / face to face communication of student progress/updates is used:

- Weekly updates in the newsletter / Sentral
- Information of relevance on Facebook
- End Semester 1 – written academic report
- End Semester 2 – written academic report
- End term 1 – Parent/carer/student/teacher interview
- Phone call updates
- Start of term 3 - Parent/carer/student/teacher interview
- Informal meetings when staff deem necessary
- Meetings when parents/carers request updates or clarification

Communication – Families to School - Written / Online / Verbal / Face to face

Marong Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers, and the vital nature of communication between staff and parents/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:

- to report a student absence use the Sentral app or please contact the school on 54352288
- to report any urgent issues relating to a student on a particular day, please contact the school on 54352288 and ask to speak to the Principal, Assistant Principal or Mental Health and Wellbeing Leader
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher **BEFORE** 8.40am or **AFTER** 3.30pm to make an appointment. Staff care about your concerns and in order to give you confidentiality and

adequate time, **staff cannot engage in conversations just before school.** At this point they are preparing for their teaching day.

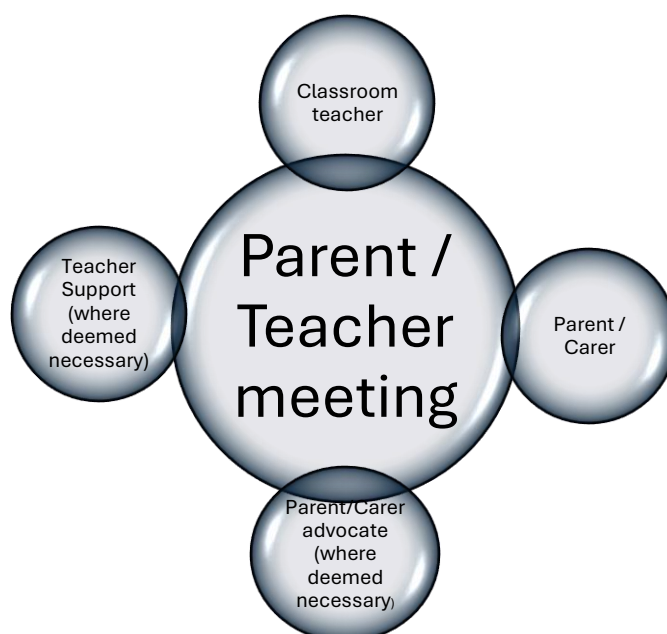
- for enquiries regarding camps and excursions, please contact the office on 54352288
- to give positive feedback or discuss a concern, please contact the Principal on 54352288. Please also refer to our Feedback and Complaints Policy
- to report a potential hazard or incident on the school site, please contact the Principal on 54352288 or email marong.ps@edumail.vic.gov.au
- for parent payments, please contact the business manager on 54352288
- for all other enquiries, please contact our Office on 54352288

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

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 Principal on 54352288 for more information.

Parent / Teacher meetings

Parent / teacher meetings is a meeting to work together to plan and support educational, health, social, cultural and emotional wellbeing of all students. At Marong Primary School, formal Parent/Teacher meetings occur twice a year. Parents/carers can request a meeting with school staff at any time to discuss current progress, concerns and/or future actions.



Individual Education Plans

Individual Education Plans (IEPs) assist students who require a range of supports with their education. It describes the goals, adjustments and strategies to meet a student's individual education needs so they can reach their full potential.

Students who are required to have an IEP include:

- A student supported by Disability Inclusion
- Students in Out of Home Care (OoHC)
- Koorie students
- Students in Youth justice or re-engagement programs

Students who **may** have an IEP include:

- Students with diverse learning needs
- Students with specific academic learning needs

Student Support Group meetings

A Student Support Group is a partnership between schools, parents/carers, and the student. The group will work together to plan and support the educational, health, social, cultural and emotional wellbeing of students with diverse learning needs. At Marong Primary School, a Student Support Group will be established for the following students:

- A student supported by Disability Inclusion
- Students in Out of Home Care (OoHC)
- Koorie students

A Student Support Group **may** be established to support students who

- have an Individual Education Plan
- have a Behaviour Support Plan
- have dual enrolment
- are identified as young carers
- who are involved in the DET Navigator Program
- have diverse learning needs
- are transitioning to secondary school



Meetings for students mandated to have SSG meetings will be held once per term. Minutes of the meeting will be recorded on the template and distributed to all members following the meeting. Should a parent/carers be unable to attend, and in the absence of another suitable time frame, the meeting will go ahead and minutes distributed. SSG meetings for other students will be on a needs basis and may be face to face, or a phone call check in.

Professionals Meetings

A Professionals Meeting may be convened where a student is supported by Allied Health professionals and it is deemed beneficial to the student's progress by the school to meet with school and Department of Education professionals. The group will work together to inform any plans and support the educational, health, social, cultural and emotional wellbeing of students with diverse learning needs. At Marong Primary School, a Professionals meeting will consist of the following members:



Minutes of the meeting will be recorded on the template and distributed to all members following the meeting.