



COMMUNICATION POLICY

Canberra High School

Overview

At Canberra High School we value our home school partnerships and the positive influence these relationships have on student outcomes. Working closely with families is important to us and communication between home and school is key. We recognise that, at times, it can be difficult communicating with teachers because they have a very full timetable; we know that parents and carers also have very busy lives.

Contacting the School

Communication by email (info@canberraahs.act.edu.au) is the preferred method of contact.

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 will make every effort to respond to communication within three business days. There is no expectation staff will respond to queries during their personal/family time.

If the matter is urgent, we encourage you to contact the front office by phone, explain the situation to our friendly staff, and they will find a senior member of staff to contact you as quickly as possible.

Telephone

Please use the main reception number (02 61420800) to leave a message for a teacher to contact you.

- * Reception staff will relay messages to teachers as soon as possible.
- * If the call is outside of hours, please leave a voicemail with your name, contact number and a brief description so your message can be forwarded appropriately.
- * If a call is urgent, please inform reception staff who will attempt to find a senior member of our team 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

Please use the general email address (info@canberraahs.act.edu.au) if you need to contact staff.

- * Staff have limited time to check emails during the school day often have meetings after 3pm. Staff are not expected to check or respond to work emails during 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 education, care, wellbeing, and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the staff who are responsible for your child in the following order:

1. ACE Teacher (wellbeing or general enquiry) or Classroom Teacher (specific class enquiry)
2. Year Coordinator
3. Executive Teacher
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 do their best 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. The school will use our discretion to determine the level of urgency to enable the team to manage multiple demands.

Contacting You

Our preferred method of contacting you is via phone and 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 and showcases.

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.

No Response

If you have not received a response from the school after three working days, please contact the school and we will chase up your enquiry. 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	Phone: (02) 6142 0800 Email: info@canberrahs.act.edu.au
School Website	https://www.canberrahs.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