Title:	The Armidale School Parents and Carers Communication and Involvement Policy
Summary:	A summary of the expectations around communication and involvement for TAS Parents and Guardians
Intended Audience:	Parents and Guardians, Staff
Author:	TAS Executive
Updated:	202602
NESA Reference:	B82.2
Distribution:	Website

Overview

This Policy and Procedures outline how the School meets its Parent/Guardian Communication requirements, and the expectations for parents' and guardian's communications with the School.

Parent/Carer Communication and Involvement

At The Armidale School we believe that clear and effective communication between the School and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which The Armidale School seeks to facilitate both formal and informal communication between the School and parents/guardians, including:

- general School communications
- structured parent/carer-teacher communications
- parent-initiated communications with teachers
- parent-initiated communications with respect to operational matters
- complaints management.

Structured Parent/Carer - Teacher Communications

Formal structured parent/carer teacher communications are facilitated throughout the year via parent teacher interviews, Year Group information sessions, start of year information sessions and other events.

General School Communications to Parents/Carers:

General informal School communications to parents/carers are facilitated through:

- the online publication of the School newsletter TAS Talks
- updates on our public website
- updates on shared documents
- Clipboard for some co-curricular matters
- the School calendar g
- communication through email
- emails highlighting important information pertaining to the whole School,
- a year group or a subject/class group our Facebook and Instagram accounts
- letters by post – used where email is not possible or is deemed inappropriate
- The Principal's Newsletter to all families
- the quarterly magazine "Binghi"
- the annual School magazine "The Armidalian"
- Parent initiated communications

Parent/Guardian-Initiated Communications with Staff

Parents and guardians should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It is therefore difficult to arrange meetings at short notice.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to the student's classroom teacher.
- General curriculum enquiries should be addressed to students' classroom teacher, the relevant Head of Department or the Director of Teaching and Learning.
- Pastoral care enquiries should be addressed to a student's Head of House, Year Level Coordinator (for Middle School) or Advisor.

When seeking to arrange a meeting, parents/guardians should make a formal appointment for either a telephone conversation or a face-to-face meeting. Appointments can be made by contacting the School reception at reception@as.edu.au or (02) 6776 5800 or directly with the staff member involved.

Where possible we will endeavour to arrange a meeting within three days of receiving a request.

Timing of Communications to TAS Staff:

We ask that parents and carers limit, where possible, their communications with all TAS staff from 6 am to 6 pm, Monday to Friday as there is no expectation that our staff are checking and responding to emails outside of these hours. (Please note this does not include Boarding Staff or staff members who are on excursions or events with students).

Our staff will endeavour to respond to all emails within 2 business days.

Courteous and Respectful Behaviour

The School's staff will be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/ guardians and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents/guardians are expected to abide by the School's Parent/ Guardian Code of Conduct at all times, and all communications with School staff should be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent or carer is dissatisfied with the conduct or outcome of their communications with a teacher or other member of The Armidale School's staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints Policy which is available on our public website.

Emergencies

A parent or carer should not communicate with their child during school hours. In the event of an emergency, parents/carers are requested to contact the School office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent/carer and child.