COMMUNICATING WITH SCHOOL STAFF POLICY

Eudunda Area School

INFORMATION SHEET FOR PARENTS

There are ways parents can prepare for discussions with teachers and schools to assist in achieving positive educational outcomes. Open parent communication is vital in establishing a working partnership with your child's school. It is important that parents and carers follow certain communication protocols to ensure a collaborative dialogue at an appropriate time.

FACE-TO-FACE MEETINGS

Parents are encouraged to chat to school staff and get to know them. Eudunda Area School is part of a warm and welcoming local community. If you wish to discuss anything specific in relation to your child, it is important to make an appointment and have this conversation confidentially.

Teachers are available to meet with parents and guardians at scheduled parent/teacher afternoons or evenings to discuss your child's progress. Your child's teacher or school leader may also contact you to arrange a face-to-face meeting to discuss a particular issue regarding your child. If you wish to speak to your child's teacher or a school leader outside of those occasions about a particular issue, please contact the school office to arrange a meeting time with reasonable notice.

Due to obligations for teaching, supervision, meetings and extra-curricular activities, it will rarely be possible for a staff member to meet with you immediately if you attend the school site without notice. If there is an urgent matter you need to discuss with a member of school staff, please contact the school office directly. You may be asked to provide some indication of the nature of your enquiry.

Please do not attempt to meet with your child's teacher or a school leader about your child at morning drop off, afternoon pick up or another school event. During drop off, pick up and at school events, teachers and school leaders are often on duty supervising students. If they were to engage in one-on-one conversation of any length with a particular parent this may cause them to neglect their supervision duties to all students.

PHONE CALLS

All phone calls to school staff should be via the school main reception line. Our school reception is generally open for phone calls between the hours of **8:30 am and 4 pm**. Teachers and school leaders will ordinarily be teaching or meeting during that time and will rarely be available to speak with you immediately, however the school front office will take a message and alert the class teacher as soon as practical.

If a matter is urgent, please alert the school support officer in the front office accordingly. Urgent matters include urgent health issues affecting students (eg.-forgotten medication), police issues or serious issues affecting student wellbeing. **For non-urgent matters, school staff, including teachers, will return your call or enquiry within three days.**

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If you become aware that your child or another parent has a teacher's personal mobile number please inform the school office. Please ensure that you do not communicate with your child's teacher by their personal mobile phone, for official school matters.

EMAILS
Emails are a helpful way to communicate with your child's school. For non-urgent matters school staff including teachers will return your email or enquiry within three working days during school term time. School staff are not required to return emails at night or on weekends and ordinarily will not be checking emails during those hours. We would encourage parents and carers to phone the school directly regarding any urgent matters as there may be a delay in receiving emails.

DAYMAP
Daymap is a learning and student management system that help augment existing school systems to make life easier for staff, student and parents. Daymap is a helpful way to communicate with your child's school about learning and or attendance, parents can send home group teachers messages to notify when and why their child is away. We would encourage parents and carers to phone the school directly regarding any urgent matters as there may be a delay in staff checking their daymap.

CLASS DOJO
The Class Dojo app is used to share information about what and how children are learning at school. Examples of activities and learning tasks encourage a shared dialogue between parents and children about their learning. In addition, Dojo may also be used to highlight upcoming events or give class reminders or information. The Class Dojo message capability may be used to communicate non-urgent messages. Staff do not always get the opportunity to check Dojo messages throughout the day. Please phone the school office for urgent information that must be communicated during the school day including change of plans, bus and pick up messages.

SOCIAL MEDIA
School staff are not able to connect with students, parents or guardians via social media for child protection reasons. Please do not attempt to contact school staff via social media.

The name of a school is a private trademarked entity. Parents/guardians are not to set up groups in the school name on social media without consultation with and consent from the school's principal.

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EDSMART

EdSmart is the school's dedicated digital platform for managing and distributing consent forms, communications, and announcements to caregivers. All correspondence is sent directly to the email addresses provided to the school, ensuring timely delivery and efficient engagement with families. EdSmart also streamlines permissions and payments for excursions, camps, and other school events, allowing caregivers to submit approvals and make payments securely online. By utilising EdSmart, Eudunda Area School maintains a transparent and accessible process for school-home communication, enhancing both efficiency and the overall experience for caregivers.

WRITTEN NOTES

Primary school parents/guardians should feel free to send their child to school with a note for the office or their teacher. Secondary school parents/guardians may communicate with school staff via the student diary.

Any messages from your child's teacher will also be communicated via the student diary, so please ensure that you check and sign your child's diary at least once a week to show
you have read these messages

This policy will be reviewed as part of the school's three-year review cycle. Ratified 9th September 2026