



### PURPOSE

To outline protocols around Parents and Staff meeting together.

### SCOPE

This policy applies to all members of the Portland Secondary College Community.

### POLICY

#### **Teacher's Contacting Parents:**

This is necessary and desirable for following up students about:-

- Work owed
- Behaviour
- Progress
- Safety
- Other teacher concerns

Staff must check with the Level Leader or Mentor prior to contacting parents for any background which may be relevant.

#### **Incoming Phone Calls:**

General Office Staff should not switch a phone call to a staff member without first:

- Informing the staff member who is on the line.
- Informing the staff member of the general nature (topic) of the call.
- Inquiring if the staff member has time or wishes to take the call.

If the staff member cannot take the call, (or can't readily be located) office staff are requested to take name and details so a return call can occur as soon as practicable.

#### **Parents/Visitors Arriving At The College:**

Under no circumstances should a parent (or any visitor) be allowed to "roam" the campus looking for a staff member.

Parents arriving at the office may request to see staff. But if it is not mutually convenient, the office staff should take name and number so an appointment can be arranged.



Office staff are requested to contact either the staff member directly (to see if they wish, or are able to see the parent). If the staff member is not available then an AP should be called to handle the P/R and arrange an interview time.

Staff do not have to put up with rudeness or abuse. If any difficult situation arises (or is anticipated) please seek the support of a senior member of staff. Eg. PLAT Leaders, Level Managers or AP. Known "difficult" parents should be referred to Principal Class Officers.

Visitors to the campus should be issued with a Visitor's Pass.

### **Provision of Documentation to Parents:**

Internal working documents are not to be released to parents. Legally, these can only be released with the permission of the Secretary of DET or as required through a court subpoena (Teaching Service Orders). Internal working documents include incident reports, notes, student notes/accounts.

External Communication documents that should be sent/given to parents include detention and suspension notices, academic reports, attendance reports, register of injury report, newsletters and financial invoices.

Staff should consult the Principal re documents that do not clearly fit into the above categories.

### **Meeting Protocols**

Contact parents by phone and invite them into the College for a mutually convenient appointment. Be warm and welcoming and stress the importance of parents working together with staff to achieve the best outcomes for the student. Ask the parent to report to the General Office upon arrival and request the student be present (if appropriate).

Alert the General Office of your appointment.

Meet the parent at the General Office, introduce yourself and escort them to a meeting space in the Admin wing. Offer them tea, coffee, etc

Conduct the meeting either in ear shot of P.C.O. staff and alert them you are having a meeting (if you are confident of handling the issue yourself) or ask a P.C.O. and/or Student Services Coordinator or other experienced staff member to attend the meeting with you.

Fill out the Student Support Group Meeting proforma in the meeting and ask the student and parent to sign the document if appropriate.

Thank the parent for their attendance and follow up on what was agreed upon in the meeting.



Aim to reach some kind of resolution for the student. While it is okay to allow the parent to vent, do not allow the meeting to become about the parent or an attack on the school. Acknowledge some blame if necessary but redirect the discussion onto 'where next' for the student.

If the parent becomes aggressive or you are feeling uncomfortable seek help immediately or terminate the meeting. Simply explain you can not talk to the parent while they are so angry and ask them to leave the College grounds. Tell them you will re-establish contact when the parent has calmed down.

Immediately inform a P.C.O. of this event so further action can be taken if necessary.

If a parent turns up without an appointment or at the bottom staffroom or anywhere else on campus escort them to the Admin area.

### RELATED POLICIES AND RESOURCES

- Visitors in School Policy

### REVIEW CYCLE

DATE	VERSION	RATIFIED BY	NEXT REVIEW
Oct 2018	2	Portland Secondary College School Council	Sept 2020