



Communication Protocol

Communication in the School; how do you find out what is happening around the School, about decisions that are taken and who makes them? Who do you talk to if you would like to be involved, if you have a question or concern?

We hope the following protocols provide clear pathways to assist you in regard to communication during your time at Kindlehill.

The Parent Handbook which you receive in the information pack provides a good all round introduction. It summarises the history and ongoing development of the School, provides information about important School protocols as well as about how to follow up in regard to complaints and grievances, communication between parents and teachers, and the School's code of conduct. The second part summarises the philosophy and broad educational principles that underlie the education provided at Kindlehill. This brochure is also available on the website.

Directory of Mandates – This is distributed to families at the beginning of each year and is available on the website. It informs parents about how the School is organised and who does what around the School - individuals and groups.

Talk to your teacher first – Information about your child's class, concerns about your child, questions about curriculum, should be directed in the first instance to your child's class teacher. We encourage parents to keep in touch with their children's progress, to regularly come and look at their children's work, and to promptly raise any concerns with the teacher.

Teachers are available for conversation with parents after school and more formal interviews can be arranged at any time of the year. Also, if there is a change of circumstance in the family or a significant issue arises for the child, it is helpful if the teacher is informed so that s/he can bring appropriate support and understanding toward the child.

Contacting your class teacher – Families should contact their teacher with any concerns or questions they have regarding their child. Teachers can be contacted directly via their Kindlehill email.

Parents and families can expect to receive a response from their class teacher within a 1-2 day period. Meetings can be arranged via email as face-to-face meetings is preferred as a way of resolving significant questions and concerns.

For urgent matters it cannot be assumed that a teacher is able to check their emails throughout the day. In this instance, the office should be contacted. The office will ensure that messages are forwarded to relevant teachers and students before 2.30pm.

In the event of any other urgent matter, outside of school hours where teacher needs to be contacted urgently, Lynn, as Principal can be contacted on her mobile and advise the relevant teacher.



After School Care – concerns about your child or matters relating to After School Care should be raised with Zoe Goldsmith. If a significant issue arises, please discuss this with the Nominated Supervisor Lynn Daniel.

Primary School – Erica is the Primary School Coordinator. Questions or concerns should be directed to Erica in the first instance.

High School – Lynn is the High School Coordinator. Questions or concerns should be directed to Lynn in the first instance.

Principal – parent liaison - Lynn, as Principal, can provide direction to parents who are unsure how to follow up with a concern, especially when a parent has raised it with the class teacher but feels it has not been dealt with fairly or adequately. Lynn is also a conduit to College, when parents wish to bring a concern to the attention of the teachers in general. Alternatively, parents can approach College about their unresolved concerns through Erica or by letter to College, for example where there may be a perceived conflict of interest in raising a concern with Lynn.

Parent forums - From time to time these may be held to provide a forum for interests and concerns to be discussed with parents in general.

Promoting a positive, supportive and respectful school environment - We know from experience that harmonious and friendly relationships between teachers and parents bring many positive benefits to the children. They feel themselves secure and cared for in the manner of an extended family. In order to promote and protect healthy home – school relationships, we request that parents refrain from sharing off-hand criticism and negativity with others. We request that parents take their concerns to their class teacher so that they can be addressed. In doing this, we provide a living example of how we would like our children to address issues and concerns.

Complaints and grievances – A copy of the School’s Complaints Policy is available on request and on the website. It is a process to be used when a parent wishes to make a serious complaint. Procedural fairness is the basis of this policy.

School Newsletters - The fortnightly newsletter as well as the seasonal Kindlings magazine, provide a good source of information in regard to the events and activities of the School, opportunities for parent involvement as well as insights into what lies behind the educational approaches typical to Kindlehill. We encourage all parents to read the newsletters so you are aware of the day to day activities at the School. Newsletters are sent via email and also available on our website.

Class newsletters - Each teacher provides regular updates to the parents about ongoing class matters and opportunities for parent involvement. These are sent out via email.

Class Teacher-parent evenings – These are an invaluable source of information for parents about what is happening in your child’s class and for information that can help you to understand your child, the curriculum and the Steiner approach to child development that underpins it. These are generally held each term.

Class Email – It is from time to time necessary for volunteer class coordinators to provide information to the whole class community – such as cleaning rosters and camp arrangements. There are two main ways this can be arranged – either via the class teacher who will forward the email or



the office who have access to the class lists. Class emails are not forums for airing complaints and concerns and should be directed in person to the class teacher first.

Social events - The many social events of the School such as plays, seasonal celebrations and fairs, provide a rich opportunity for parents to share in the community life of Kindlehill. Often these involve presentations by the classes that give parents an insight into the richness of the educational experiences of the children throughout the School.