YBR COMMUNICATIONS & GRIEVANCE POLICY

Parental and Family Involvement

- At YBR we value input and feedback from families and endeavour to implement as much family involvement and suggestions as possible. The importance of family involvement is recognised and valued. We actively encourage families to share in decision making about their child’s learning and wellbeing.

- Families are encouraged to share aspects of their culture and background with the educators and children as well as appropriate experiences.

- YBR Colleges are committed to ongoing improvement and development of strategies which contribute to a partnership approach with parents, to create a two-way process of knowledge and information sharing.

Parents/guardians are responsible for:

- Offering suggestions to the staff on items/areas of interest to the child.

- Communicating with staff about special events in the child’s life at home, for example the arrival of a new baby, grandparents visiting from overseas, moving house etc.

- Reading school communications and emails, and responding to requests to update student/family information on the school records

- Supporting their child’s learning via homework or study

- Responding to suggestions of therapeutic screening or support

Parent Communication

YBR recognises that the family is the child’s first and foremost educational influence. Collaborative relationships with families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children’s learning and wellbeing.

We are committed to promoting a friendly, comfortable and collaborative relationship between parents/guardians and school staff. We encourage this by:
• Listening to parents/guardians, fostering a spirit of co-operation between the parents/guardians of the children attending the school, the school staff and leadership.
• Supporting an environment, which is sensitive to the cultural, language and social background of families.

Our school aims to provide as many outlets as possible for family communication. These may include:

• School app
• Bi-weekly email digest
• School weekly newsletter
• Face to face.
• Class newsletters which will be given to children to be taken home, or emailed home
• Letters and information sent to families via email.
• School website
• Community News portal
• Parents are able to email or call staff members to facilitate individual / private correspondence between educators and the parents either via the campus email address, individual staff email address or the campus admin office phone number

Parent Grievances
Any parent/caregiver with a concern or complaint in relation to school matters should do the following:

• Voice their complaint or concern with your child’s class teacher or specialist teacher in the first instance. If the grievance isn’t adequately addressed, it can be escalated to the attention of a senior staff member (Year Level Convenor in High School) / Head of School. After addressing with the Head of School, if the issue persists, it can be brought to the attention of the College Principal. The Principal is the final arbiter in relation to all operation, welfare and educational matters within the school.

• Parents can speak to any educator or member of staff about a specific complaint or concern. Educators or staff will put in steps to address your concern or complaint as quickly as possible. However, educators and staff do reserve the right to request that the complaint be put in writing.

• Write their complaint or concern addressing it to the above. You will receive a personal response.

• If the concern pertains directly to the Principal in her/his person, then it can be brought to the attention of the Chair of the YBRSL Board. (Committee of Management)

Child Safety and/or Child Protection Concerns
If a parent has any concerns about the safety or well-being of their child, please don’t hesitate to be in contact with a member of the School Welfare Committee. Committee members include:

• Rabbi Yehoshua Smukler – Principal YBR Colleges: rabbi.smukler@ybr.vic.edu.au
• Barbara Belfer – Head of YBR Pre-Schools: barbara.belfer@ybr.vic.edu.au
• Rabbi Loewenthal – Head of Yeshivah Primary: RabbiL@ybr.vic.edu.au
• Janet Feldman – Assistant Head of Yeshivah Primary School and Student Well-being: janet.feldman@ybr.vic.edu.au
• Ella Blesofsky – Head of Beth Rivkah Primary: ella.blesofsky@ybr.vic.edu.au
• Romy Levy – Deputy Head of Beth Rivkah Primary: romy.levy@ybr.vic.edu.au
Parent Support

For those families undergoing difficult situations, please ensure to immediately notify your classroom teacher and the Head of Campus. The school will endeavour to support to the best of our ability and make referrals, as appropriate.

For families who use English as a second language, translated documents can be provided.

Reviewed & Ratified by Welfare Committee February 2017
To Be Reviewed:  Feb 2019