



# ANNE HAMERSLEY

## Primary School

— An Independent Public School —  
ABN 62 748 118 140

### COMMUNICATION POLICY

“Together we make a difference.”

The staff at Anne Hamersley Primary School are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We acknowledge that effective communication is the key to success and building positive relationships with parents and families to work together is an essential part in the education of your child.

We welcome parents and family members of our diverse community into our school. Student learning is strengthened when school staff, parents and carers are actively and positively involved in their education. We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

School staff will engage with families to understand the interests, personalities and needs of their children. All students have the right to access a quality education within safe and secure learning environments, and with the right support, to progress and achieve.

There may be times during your child’s schooling when additional support is needed, or issues arise. We will support you and your child to productively resolve these issues and we encourage you to raise concerns as early as possible, following our communication procedures.

Parents, carers and other visitors to our school support safety by ensuring communication and conduct at school and during school activities is respectful. Every student, staff member, parent or carer has the right to feel safe and be safe at our school.

#### Aim:

- Provide up to date information relating to school operations to parents/carers and the wider community.
- Provide a set of principles to guide parents/carers in their interaction with staff.
- Outline how the school communicates and engages with parents/carers.
- Outline how parents/carers can direct a query or a concern.
- Shared and respectful expectations and values will enable us to work together in the best interests of our children.

#### Expectations of the school

Our school is committed to providing quality education to all students in a safe, inclusive and caring, learning environment.

- We value working together with parents and families as critical partners in student learning outcomes.
- Building mutually respectful relationships with each local community member creates opportunities to work collaboratively and set directions for students.
- Strive to work together to educate students to become confident, well-educated young people; prepared to lead happy, successful lives and make contributions to the local and global community.
- School staff will engage with families to understand the interests, personalities and needs of their children.
- All students need access to a quality education within safe and secure learning environments, and with the right supports to progress and achieve.
- Anne Hamersley Primary School will support you and your child to productively resolve these issues and we encourage you to raise concerns early.
- Anne Hamersley Primary School expects that parents and school staff will abide by the conditions in



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the Communication Policy in a respectful and responsible manner.

- Act in a polite and courteous manner at all times.
- Refer child related concerns to the class teacher first.
- Be aware that staff are not always available on demand and that an appointment may be necessary.
- Respect each child's privacy by ensuring your concerns are discussed with staff in private.
- Respect the position of all staff as authority figures in your child's life and refer to them in a positive manner.
- Avoid behaviours which are delivered in a manner that threatens, intimidates, or harasses. The use of inappropriate language and behaviour will not be tolerated and will be dealt with accordingly.
- Help to ensure the good order of Anne Hamersley Primary School.
- Members who do not comply with this policy may be requested to communicate with school staff through alternate forms.

## **What parents and carers should expect from our staff**

Communication between you and our school is an important part of your child's education. School communities thrive on open communication where staff, students, parents, and carers have opportunities to share good news, discuss issues and maintain an open dialogue.

Our school is made up of hard-working and dedicated professionals who will listen, care and respond to your concerns and work with you on resolutions, even the most challenging of circumstances can be worked through.

Parents can expect the following from our school:

- Regular communication through school platforms
- Reports on your child's progress and achievement
- Celebration of your child's achievements
- Notification of any serious single issue or ongoing issues concerning your child
- Scheduled opportunities to meet with the classroom teacher
- Other opportunities to meet with the teacher, by appointment
- Updates about important developments in your child's class
- Notifications or invitations to school events
- Opportunities to provide respectful and productive feedback

## **What parents and carers should NOT expect from our staff**

Our staff have families and personal lives too, and like all professionals, work at their best when they have a quality work-life balance.

Parents and carers should not expect:

- School staff to return calls after work hours
- Emails to be answered in the evenings or weekends
- Access to teachers' private phone numbers or emails
- Staff to meet with parents and carers, without an appointment, during a school day
- To be allowed on a school site if you have harassed or been aggressive towards school staff.

## **Communication that Interferes with Learning**

- Speaking to staff disrespectfully or aggressively, especially in front of your child or other students
- Expecting to meet with staff during the school day without an appointment.
- Visiting the classroom during the teacher's preparation time before school and during the school day which interferes with the smooth running of the school, classroom and child's education.
- Using social media platforms inappropriately and disrespectfully.
- Malicious or judgmental gossip



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By everyone playing a part in providing safe, positive learning environments and opportunities for our students, we enable them to be the best they can be.





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### Whole School Communication to Parents

The following outlines the type of communication and purpose of how the school will communicate with parents/community.

#### 1. Compass

Compass will be used as the main platform for communication between the school, teachers and parents. A Compass notification will be sent to parents for the purpose of...

- Newsletter publication
- Updates and Reminders
- Student Semester 1 & 2 Reports
- Newsletter publication
- Letters or important information from the school
- 

**NB:** The school is expected to send reminders to parents regarding upcoming whole school activities.

#### 2. SMS

An SMS will be sent to notify parents for the purpose of...

- Student absence
- Urgent information or reminders
- School Emergencies

#### 3. Facebook

A Facebook post will be sent to notify parents for the purpose of...

- Newsletter publication
- Photos and special events
- Promoting/Celebrating the school

#### 4. Website

The school website, <https://www.annehamersleyps.wa.edu.au/> provides parents with up-to-date information regarding...

School events

- School Policy and Procedures
- School Board Information
- P&C Information
- Enrolment information

**NB:** The school is expected to update the school website regularly, to maintain up to date information.



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### Classroom Teacher Communication to Parents

The following outlines the type of communication and purpose of how teachers will communicate with parents.

#### 1. Compass

Compass will be used as the main platform for communication between teachers and parents. A Compass notification will be sent to parents for the purpose of...

- Whole class notifications and reminders
- Class events
- Classroom learning activities
- Classroom and Homework requirements
- Important class information or tasks
- Notifying parents of a Values Award
- Notifying of student behaviour

**NB:** Teachers are expected to send at least one update to parents, per week, regarding the happenings within their classroom.

**NB:** Teachers are also expected to send reminders to parents regarding upcoming classroom activities as they approach.

#### 2. Email

Teachers will send an email to parents for short, non-urgent and positive forms of communication for the purpose of...

- Notifying parents of positive behaviour
- Notifying parents of positive test results or assignment marks
- Arranging a meeting or appointment

#### 3. Telephone

Teachers will telephone parents for urgent and complex forms of communication for the purpose of...

- Notifying parents of serious behaviour concerns
- Arranging an urgent appointment
- Discuss an incident involving their child
- Notifying of information that may directly and immediately impact their child

#### 4. Meetings

Teachers will request a meeting with parents for urgent forms of communication for the purpose of...

- Discussing complex or emotional situations
- Discussing students learning needs
- Discussing a student's behaviour
- Discussing SEN plans
- Discussing concerns about your child's academic or social progress
- Medical issues or diagnosis changes



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### Parent to Teacher Communication

Parents who may have an enquiry/concern regarding their child are requested to contact their classroom teacher first. Your child's classroom teacher can be contacted via Email or Compass.

**The following outlines the type of communication and purpose how parents can communicate with their child's classroom teacher.**

#### 1. Compass

Compass will be used as the main platform for communication between parents and teachers, and should be the first line of communication to the teacher. A Compass notification will be sent to teachers for the purpose of...

- Notifying classroom teacher regarding illness
- Requesting a parent/teacher meeting
- Notifying classroom teacher of injury
- Briefing the parents about a weekend incident or change that may directly and immediately impact their child
- You want to make or reschedule an appointment.
- **Teachers are required to acknowledge the communication within 48 hours.**
- **They are then required to respond to the communication within 5 days.**
- **Compass messages will be responded to by teachers between the hours of 7:30am to 5:00pm, Monday to Friday.**

#### 2. Email

Parents can send an email to teachers for short, non-urgent and positive forms of communication for the purpose of...

- Notifying classroom teacher regarding illness
- Requesting a parent/teacher meeting
- Notifying classroom teacher of injury
- Briefing the parents about a weekend incident or change that may directly and immediately impact their child
- You want to make or reschedule an appointment.
- **Teachers are required to acknowledge the communication within 48 hours.**
- **They are then required to respond to the communication within 5 days.**
- **Emails will be responded to by teachers between the hours of 7:30am to 5:00pm, Monday to Friday.**

**NB: It is not appropriate for parents to email their child's classroom teachers or a member of staff with complex or emotional situations. In these cases, parents should request a face-to-face meeting so that issues can be given the time and attention they deserve. This can be arranged by contacting your child's teacher via Connect or making an appointment in person.**

#### 3. Telephone

Parents may contact the classroom teacher via telephone, or the front office for urgent forms of communication for the purpose of...

- Notifying of information that may directly and immediately impact their child
- Discussing complex communication, if a face-to-face meeting cannot be attended if arranged in the appropriate time frame.
- Injury



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#### 4. Meetings

Parents may request a meeting with teachers for urgent and complex forms of communication for the purpose of...

- Discussing complex or emotional situations
- Discussing students learning needs
- Discussing a student's behaviour
- Discussing SEN plans
- Discussing concerns about your child's academic or social progress
- Medical issues arise or diagnosis changes
- Safety issues or changes in behaviour at home
- Changes in family circumstances
- Social issues that could impact the safety and welfare of students at the school

#### 5. Absenteeism - Compass

• Parents are to notify their child's classroom teacher and school of their child's absence using the absenteeism function on Compass.





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## COMMUNICATION BETWEEN ANNE HAMERSLEY PRIMARY SCHOOL TO PARENTS AUDIENCE: PARENTS & WIDER COMMUNITY

Anne Hamersley Primary School uses the following platforms to communicate important information relating to the whole school to the parent and wider community.

### Tier 1:

Communication of important whole school information to parents and wider community.

### Compass

Compass is the main form of communication for Anne Hamersley Primary School. Connect allows admin and office staff to communicate information to all parents.

**Purpose:** To communicate important information to parents. To ensure parents are informed regarding information/events/activities within the school.

**Examples:** The Landing Post, important and urgent information i.e., letters from the principal, upcoming event information,

**Accountability:** Admin / Office Staff

### Tier 2:

Provide up to date information relating to school events and procedures.

### Emails & Written Communication

Email and written communications are the main forms of communication for Anne Hamersley Primary School to communicate information to parents.

**Purpose:** To communicate important information to parents, to ensure parents are informed with the activities within the school.

**Examples:** Excursion permission forms and information, consent forms, school letters, and handouts.

**Accountability:** Admin / Office Staff / Classroom Teachers

### Tier 3:

Notifications, reminders, and promotion of whole school events / information to parents and the wider community.

### Anne Hamersley Primary School Facebook Page

**Purpose:** To celebrate and showcase the school and attract new families. Post reminders regarding school information and upcoming events.

Links to relevant documents are also sent to parents via the Facebook Page directing them to the website e.g. The Landing Post

**Accountability:** Admin / Office Staff

### School Website

**Purpose:** The Anne Hamersley Primary School Website is designed to keep parents up to date with information regarding whole school events, procedures, and policies. The purpose of the website is also to celebrate and showcase the school and attract new families.

The website also provides an absentee notification system for parent to notify the school their child is absent.

**Accountability:** Admin / Office Staff

### Tier 4:

Notifications for child absence or emergency procedures, reminders, and promotion of whole school events / information to parents and the wider community.

### Anne Hamersley Primary School Messaging System

**Purpose:** Automated messaging system to advise parents that their child is absent from school. Parents are encouraged to respond advising the school of their child's absence.

A SMS will be sent to parents, alerting them of urgent information sent via Compass or Email.

Messaging system will also be used to contact parents in case of emergencies such as Bushfires or Evacuations.

**Accountability:** Admin

**NB: Anne Hamersley Primary School will contact parents by phone to discuss concerns with individual students. Emails will be used if phone attempts are unsuccessful with a message asking parents to contact the school.**



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## COMMUNICATION BETWEEN CLASSROOM TEACHER TO PARENTS AUDIENCE: WHOLE CLASS

*Classroom Teachers use the following platforms to communicate important information relating to whole school and classroom events to parents.*

### Tier 1:

Communication of important class or whole school information to parents.

### Compass

Compass is the main form of communication for Anne Hamersley Primary School. Compass allows classroom teachers to communicate information to parents in their classroom.

**Purpose:** Allows teachers to send notifications and reminders regarding classroom and school information and upcoming events. Allows teachers to share with parents the learning which is happening in the classroom through photos, videos, and messages.

**Examples:** Important and urgent information reminders about upcoming event/activities.

**Accountability:** Classroom Teacher

### Tier 2:

Notifications and reminders of classroom and whole school information/events to parents.

### Emails & Written Communication

Email and written communications are the main forms of communication for teachers to communicate information to parents.

**Purpose:** To communicate important information to parents to ensure parents are informed with the activities within the classroom/school.

**Examples:** Upcoming event information, excursion permission forms and information, school letters, and handouts.

**Accountability:** Classroom Teacher

## COMMUNICATION BETWEEN CLASSROOM TEACHER TO PARENTS AUDIENCE: INDIVIDUAL PARENTS

*Classroom Teachers use the following platforms to communicate information to parents regarding their child.*

### Phone Calls

**Purpose:** For teachers to communicate important/urgent information to parents about their child. Phone calls are also made to advise parents of any incidents, make appointments, celebrate success or to find out additional information regarding the child.

### Informal Meetings

**Purpose:** For teachers to communicate information to parents about their child. Informal meetings are also to advise parents of any incidents, make appointments, celebrate success or to find out additional information regarding the child.

### Emails

**Purpose:** For teachers to communicate important information to parents about their child. Emails are sent to advise parents of any incidents, make appointments, celebrate success or to find out additional information regarding the child. Emails are to be used if parents are unable to be contacted by phone or in person.

### Formal Meetings

**Purpose:** For teachers to communicate concerns regarding child's progress (academic, behaviour or social/emotional). These meetings are with the purpose to find a resolution and identify a plan moving forward to support the student.

**NB: All communication with parents must be documented on Compass, under General Observation.**



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### **GUIDELINES FOR STAFF USING ELECTRONIC COMMUNICATION**

*There are strict guidelines on how staff can use social media and electronic communication.*

#### **Staff using electronic communication methods must comply with:**

- Relevant Department policies.
- The Department of Education's Code of Conduct.
- State and Federal Legislation Commissioner's Instruction No.7 – Code of Ethics.

#### **These guidelines apply to any communication with:**

- Students.
- Other staff.
- Parents and guardians.
- Community members.

#### **Electronic communication posts should:**

- Be short and concise.
- Be relevant to your audience.
- Build trust and loyalty between our school and our community.

#### **Electronic communication posts should include:**

- Good news stories.
- Reminders or key school dates and upcoming events.
- Information about what's happening in the classroom.
- Ideas and resources for parents.

#### **The Anne Hamersley Facebook Group / Electronic Communication posts should include:**

- Good news stories and celebrate success stories.
- Reminders or key school dates and upcoming events at the school or in the community.
- Information about what's happening in the school.
- Ideas and resources for parents.
- Information regarding local area events that may be of interest.

#### **Photos of students must have media permission.**

#### **The following content for Facebook / Electronic Communication Content must be considered:**

- Know what our audience is interested in.
- Use simple and concise language suitable for all reading levels.
- Write an attention-grabbing opening line.
- Include links to our website for more information.
- Maintain highest level of professionalism.

#### **When Posting Content:**

- Make sure you post from the classroom/school account, not your personal account.
- Plan posts in advance by scheduling them to publish at a certain time.

Facebook pages will be continually monitored for posts, comments and private messages and respond when appropriate.

#### **Teachers/Admin will:**

- Respectfully provide clarification.
- Advise the user to contact the appropriate person via email or phone, so the community sees you listen and take their comments seriously.
- Avoid engaging with overly negative or aggressive posts.



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## **Managing Inappropriate Comments:**

Compass / Anne Hamersley Facebook Page will set a strong profanity filter that will automatically hide inappropriate language. This will include any extra words that may cause offence specifically to our community.

## **Inappropriate comments posted on Compass or Anne Hamersley Facebook Page will be managed either by:**

- Hiding the comments.
- Deleting the comment when they are particularly concerning or legally questionable.
- Block the user from the page when the user is consistently interacting with the page in an unacceptable way.

## **Protocols will be applied to Compass / Anne Hamersley Facebook Page:**

The following protocols will be displayed and seen by people visiting and commenting on Compass or the Anne Hamersley Facebook Page, stating clearly what interaction will and will not be tolerated.

## **Compass / AHPS Facebook Page will have the following guidelines:**

- The Classroom Teacher / School can, at its discretion, remove any comments, information, images and videos which are posted that do not follow these guidelines.
- Please ensure your comments only relate to the posted topic. Other comments or general enquiries/concerns should not be posted and may be removed at the discretion of the classroom teacher / school. These enquiries/concerns are to be directed to the classroom teacher or admin via email, phone or appointment.
- The use of obscene, threatening and harassing language is prohibited, as are personal attacks of any kind and offensive comments that target or disparage any ethnic, racial, age or religious group, gender, sexual orientation or disability status.
- Please ensure you show courtesy and respect to others. You must not use this site to abuse others, expose others to offensive or inappropriate content, or for any unlawful purpose.
- Comments advocating illegal activity or posting of material that violates copyright or trademarks are also not allowed.
- You may post only your own, original content. Reproduced or borrowed content that appears to violate third party rights is not allowed.
- Comments should not infer endorsement or promote a product, business, company or organisation. Neither should they promote or oppose any person campaigning for election to a political office.
- Content should not include personal information about you or another individual (including identifying information, email addresses, telephone numbers or private addresses).
- Please be aware that classroom teacher's / school's user policy is subject to amendment or modification and may change at any time.



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## PROCEDURES FOR PARENTS MANAGING ENQUIRIES/CONCERNS

### **Purpose:**

To promote the highest standard of professionalism in dealing with our community, ensuring that all enquiries/concerns lodged at Anne Hamersley Primary School are resolved in a prompt and efficient manner.

### **Enquiries/Concerns can be made via:**

Email, written communication, or verbally by making an appointment to see the most appropriate person at Anne Hamersley Primary School. See below where, how and to whom you can address your enquiry/concern.

**NB: It is not appropriate for parents to email their child's classroom teachers or a member of staff with complex or emotional situations. In these cases, parents should request a face-to-face meeting so that issues can be given the time and attention they deserve. This can be arranged by contacting your child's teacher via Connect or making an appointment in person.**

### **Once you have requested an appointment the appropriate person will make contact with you to ask for:**

- Copies of any relevant correspondence or documents relating directly to the enquiry/concern;
- The nature of the enquiry/concern; and
- What you consider is needed to resolve the enquiry/concern.

In the case of a verbal enquiry/concern, where you do not want to be identified or to lodge the enquiry/concern in writing, we will endeavour to work directly with you to resolve the matter.

### **Responsiveness:**

Appreciate that using email to communicate does not result in an immediate response; however, a maximum 48-hour acknowledgment receipt is expected. Actual response to an email query may take up to 5 days depending upon the request.

### **Enquiring about the enquiry/concern progress:**

You may enquire as to the progress of your enquiry/concern at any time by directly contacting the appropriate person.

### **Outcome of Enquiry/Concern:**

The appropriate person who you have directed your enquiry/concern will advise you verbally or in writing of the outcome of the enquiry/concern. The outcome of all written enquiries/concern will be provided to you in writing.

### **Confidentiality:**

The recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the community without the explicit approval from the sender.



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## WHERE TO ADDRESS YOUR ENQUIRIES/CONCERNS

Your enquiry/concern will be managed according to established School Policy and Procedures.

<p>Level 1 Response</p>	<p style="text-align: center;"><b>PRIOR TO ADDRESSING ENQUIRIES/CONCERNS</b></p> <p>Before contacting the school with an enquiry or concern parents and caregivers may want to:</p> <ul style="list-style-type: none"> <li>• Talk with family or friends to clarify your enquiry/ concern.</li> <li>• Write down your enquiry or concern.</li> <li>• Make a list of all relevant information specific to your enquiry/concern.</li> <li>• Take a support person to any meetings or discussions if you feel nervous talking about your enquiry/concern.</li> </ul>			
<p>Level 2 Response</p>	<p style="text-align: center;"><b>CLASSROOM TEACHER</b></p> <p>Contact your child's teacher if your concern is about:</p> <ul style="list-style-type: none"> <li>• Academic Progress</li> <li>• General Behaviour</li> <li>• Homework</li> <li>• Assessment</li> <li>• Attendance</li> <li>• Social and Emotional Wellbeing</li> </ul> <p>Your child's classroom teacher can be contacted via Compass or email.</p> <p>In your discussion:</p> <ul style="list-style-type: none"> <li>• Discuss all possible outcomes for addressing your enquiry/concern.</li> <li>• Settle on an option that can be achieved with input from you, the teacher and the child (if required).</li> </ul> <p>Majority of enquiries/concerns will be dealt with thoroughly and effectively at this level</p>	<p style="text-align: center;"><b>SCHOOL BOARD</b></p> <p>Matters relating to Strategic directions as outlined in the Business Plan and Whole School initiatives.</p> <p style="text-align: center;"><b>School Board Chair</b> Mrs Sarah Stutt</p>	<p style="text-align: center;"><b>P&amp;C</b></p> <p>Matters relating to becoming a member of the P&amp;C, supporting community initiatives, P&amp;C fundraising and events</p> <p style="text-align: center;"><b>P&amp;C President</b> Ashley White</p>	<p style="text-align: center;"><b>OHSClub</b></p> <p>Matter's relating to before and after school care.</p> <p style="text-align: center;">OSHClub Contact</p>
<p>Level 3 Response</p>	<p style="text-align: center;"><b>DEPUTY PRINCIPALS</b></p> <p style="text-align: center;">Mr Robert Guy, Deputy Principal, Year 5-6 Mrs Kym Fanelli, Deputy Principal, Year 3-4 Mrs Brooke Nish, Deputy Principal, Year 1-2 Mrs Krystle Jackson, Deputy Principal, Kindergarten – Pre Primary (Mon-Wed). Mrs Krystle Jackson, Deputy Principal, Kindergarten – Pre Primary (Thurs/Fri).</p> <p><b>Contact the Deputy Principal of your child's Phase of Learning if:</b></p> <ul style="list-style-type: none"> <li>• You were not able to achieve a satisfactory outcome regarding your concerns from Level 2 Responses.</li> <li>• You were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher.</li> <li>• Your enquiry/concern is about another aspect of school life that is impacting on your child's education.</li> <li>• <b>NB: If the Deputy Principal receives and email regarding a concern, that has not previously been discussed with the classroom teacher, the Deputy Principal will forward the email on to the most appropriate person</b></li> </ul>			
<p>Level 4 Response</p>	<p style="text-align: center;"><b>PRINCIPAL</b> Mr Christiaan Moir</p> <p><b>Contact the Principal if:</b></p> <ul style="list-style-type: none"> <li>• You have not reached a resolution from Level 3 responses, contact the Principal who will work with the relevant parties to resolve the enquiry/concern.</li> <li>• Your enquiry/concern is about the conduct of a teacher or another member of the school staff.</li> <li>• Your enquiry/concern is about another aspect of school life that is impacting on your child's education.</li> </ul> <p><b>NB: If the Principal receives and email regarding a concern, that has not previously been discussed with the classroom teacher or relevant Deputy Principal – the principal will forward the email on to the most appropriate person</b></p>			
<p>Level 5 Response</p>	<p style="text-align: center;"><b>NORTH METROPOLITAN REGIONAL EDUCATION OFFICE</b></p> <p><b>Contact the coordinator of regional operations if a resolution is not reached at school level and/or:</b></p> <ul style="list-style-type: none"> <li>• Your enquiry/concern has not been resolved by the school Principal.</li> <li>• The Principal can assist with contact details for the coordinator of regional operations at North Metropolitan Regional Education Office.</li> </ul>			