



Who do I ask?



The MENPS Office can assist with matters relating to school organisation, events, trips, activities, absences, sickbay and other day-to-day information.

The office staff are able to pass messages to children and/or other staff, but will not put you through to a classroom during learning time.

Children are not allowed to bring any personal communication devices to school, unless with permission from the Principal, which can be requested in writing (for exceptional circumstances).

Verbal or written communication with MENPS employees should be polite, respectful and courteous at all times.
– The MENPS Board of Trustees

The HERO app shares learning progress and notices, manages absences and more.

- Visit the app for student profiles, including class info, curriculum progress and school reports, as well as term dates, medication and sickbay logs, finances and other helpful links.
- **Absences** are notified via HERO, or for leave requests in advance, please visit the school website www.mteden.school.nz.

The MENPS Board sets the strategic direction for the school. It does not deal with operational or management matters, but oversees the school in a governance role.

- The Board set the goals and policy framework within which the school operates to ensure excellence, equity and the conditions for all legal obligations to be met.
- The Board includes elected parent representatives, a staff representative and the Principal.
- For questions on policy, strategy, or for formal concerns and complaints that are not able to be resolved with staff/the school directly, these can be directed to the Board Presiding Member at: bot@mteden.school.nz
- If the matter is operational in nature, this will be referred back to the Principal.

Your child's teacher is your 'first port of call' for curriculum or class questions.

- Staff emails can be found on our website.
- We aim to answer emails within 48 hours, (outside of classroom instructional hours, and not after 7 pm). If the matter is urgent, you can leave a message with the office or ask to speak to a member of the Senior Leadership Team.
- We schedule Parent/Teacher Conferences and written reports, but we also welcome visits from parents. Before school is usually a very busy time for class teachers, and there are often scheduled meetings throughout the week.
- If you want to speak to the teacher for more than just a passing 'hello', after school is easier than in the morning, or you can email to make an appointment for matters that may need more time.

Support Staff carry out various essential roles across the school.

- If you need to get in touch with one of these team members, including specialist staff, the site manager or a member of our learning support team, please contact a member of the Senior Leadership Team.

The Principal & Deputies can help with queries about school matters or questions/concerns that can't be resolved with the teacher directly.

- The Senior Leadership Team can be contacted via email or by phoning the school office.
- We have an open door policy, so if there are any matters you would like to raise or enquire about, please don't hesitate to get in touch.
- The Principal is also the school's Privacy Officer and a member of the Board, and is able to help with general questions relating to the Board.

The PTA is a great way for parents to get involved in their children's learning and the school through fundraising and community events.

- Information on fundraising activities and PTA community events can be found by attending meetings or checking the weekly PTA updates in the newsletter.
- The PTA also has a dedicated webpage containing useful information www.menpspta.co.nz

If you are still unsure of who to contact, the office team can direct your enquiry: admin@mteden.school.nz