

Gladesville Public School Communication Guidelines

Updated 2019



The role of schools is to work in partnership with parents to provide an environment that encourages students to connect with each other and their community, so they can succeed and thrive. Parents, teachers and the community all play a role in fostering this environment.

Student wellbeing and learning outcomes are enhanced when schools connect with and draw on the expertise, contribution and support of their communities. At Gladesville Public School, we acknowledge and value the importance of open communication with parents and carers based on mutual respect, collaboration and support. In addition, we prioritise the importance of addressing any concerns you may have in a positive, constructive and reasoned manner. The following guidelines reflect the responsibilities of parents, carers, educators and school staff in NSW public schools outlined in the *School Communication Charter* (supporting document).

With these guidelines in place, it is hoped that parents and carers can appropriately direct their concerns and contribute to a harmonious school community that reflects and builds on the school expectations and values. If parents express their concerns to the school, they can expect to be treated with courtesy and respect in order to try and resolve the matter.

Communication Process

When communicating with the school about your child, please follow the process and flowchart below to ensure that the appropriate staff member is contacted and that communication with staff is consistent, clear and responsive to specific concerns or issues. Contacting staff before school should be for urgent information only as it is a time used to prepare for teaching and learning.

Step 1 Contact

Contact teachers via the school e-mail gladesvill-p.school@det.nsw.edu.au, direct email address if provided to you or phone the school office on 9817 2388 to request an appointment. If you send an e-mail to the school email or directly to a teacher, please state the general concern. In most cases, a conversation over the phone is the preferred means to discuss and resolve more complex matters raised in email communication.

Step 2 Respond

Teachers or the school will respond within a timely manner and when they can give you their full attention. Please remember that while our staff are in class or dealing with other matters, they may not be available to answer your questions immediately.

Step 3 Connect

Teachers will connect with you to understand and resolve the concern. If necessary, the teacher will arrange for a face to face meeting at a mutually convenient time.

Step 4 Resolve

If you and the teacher cannot resolve the concern, please contact the Assistant Principal. If the concern remains unresolved, the matter will be referred directly to the Deputy Principal or Principal. Information about the complaints process can be found at education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students

Communication Flowchart

Classroom Teachers



Assistant Principals



Deputy Principals



Principal

A Community of Respect

Our school is committed to prioritising the wellbeing of all staff, students and the broader community. Unacceptable and aggressive behavior will not be tolerated and steps will be taken to address this behavior, including restricting contact with the school community or in serious cases contacting NSW Police. As outlined in the School Community Charter, unacceptable behaviour may include but is not limited to:

- *Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity.*
- *Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.*
- *Treating members of the school community differently due to aspects such as their religion or disability.*
- *Inappropriate and time wasting communication.*

We encourage parents and carers to advocate on their child's behalf. At times, these concerns may relate to the way a child may have been treated by another student at this school. Under no circumstances should parents or carers raise any concerns about the behaviour of another child directly with that child or his/her parents. Concerns of this nature should be reported directly to the Principal, Deputy Principal, a member of the executive team or a teacher. Your concerns will be taken seriously and responded to promptly.

Connecting with Us

There are a number of ways to connect with our school and stay up-to-date with up-coming events in the school community.

- **School Stream:** The app delivers information directly to parents and students on their mobile devices providing instant access to events, forms, news, permission notes, sport updates and school travel information.
- **School Newsletter:** Gladesville Public School publishes a newsletter each fortnight. This newsletter is a vital means of communication between the school and the community. It conveys important information about teaching and learning, announcements as well as dates of forthcoming events.
- **School Website:** The website is a platform to provide current information to the wider community. It is designed to provide access to department policies, school procedures and guidelines and current initiatives. <https://gladesvill-p.schools.nsw.gov.au/>