



Address: 6 Rhodes Street, Meadowbank. 2114 Telephone: (02)9809 3648
 Email: meadowbank-p.school@det.nsw.edu.au Website: meadowbank-p.schools.nsw.gov.au

Effective Communication between Parents and School – Guidelines

These guidelines have been developed to assist parents and carers (referred to herein as parents) seeking school related information and/or to communicate concerns.

Parents or other members of the school community may need to approach the school to:

- discuss the academic progress or welfare of their child
- enquire about school policy or practice
- update student information
- provide positive feedback or a compliment.

These guidelines aim to:

- support class programs and student learning
- outline expected processes for community members and staff, ensuring that concerns are dealt with in an open and fair manner
- ensure that the rights of students, parents and teachers are respected and upheld
- support the sensitive and confidential resolution of matters
- help reach an outcome or resolution in the best interests of children involved.

It is important that if an issue is causing a family concern, parents feel they are able to approach the school and have the issue appropriately addressed. It is also important that the school is given the opportunity to hear and respond to issues in an appropriate manner.

Email is the preferred method of electronic contact: meadowbank-p.school@det.nsw.edu.au.

| Type of Enquiry | Appropriate Action |
|-------------------------------------|---|
| The academic progress of your child | <ul style="list-style-type: none"> ▪ Contact your child’s teacher through the school email. The teacher will respond to your email and arrange a suitable time to speak on the phone or meet with you if required. ▪ Your enquiry may be sent to the school’s Learning and Support Team, Assistant Principal, or senior executive staff for their additional support. ▪ For matters which are unresolved or require further support, contact the school to request an appointment with the Assistant Principal supervising your child’s year group. |
| The welfare of your child | <ul style="list-style-type: none"> ▪ Contact your child’s teacher through the school email. The teacher will respond to your email and arrange a suitable time to speak on the phone or meet with you if required. If your enquiry is private in nature, you may ask the class teacher to give you a call to discuss. ▪ Your enquiry may be sent to the school’s Learning and Support Team, Assistant Principal, or senior executive staff for their additional support. ▪ For actions of other students, the class teacher will liaise with the Assistant Principal or Deputy Principal for playground problems requiring clarification |

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| | <p>from students. Once the matter is followed up, the class teacher or an executive staff member will contact you to let you know of the actions taken.</p> <ul style="list-style-type: none"> ▪ Please note, you will not receive details of actions/information that relates to other students that are confidential in nature. ▪ For matters which are unresolved or require further support, contact the office to request an appointment with the Assistant Principal. |
| School policy or practice | <ul style="list-style-type: none"> ▪ Contact the school through the school's email. State the nature of your enquiry. This information will be passed on to the appropriate staff member. ▪ The staff member will contact you to explain the relevant details or to make an appointment to discuss the matter further. |
| Change of details, health, enrolment or attendance information | <ul style="list-style-type: none"> ▪ To convey information about change of address, telephone number, emergency contacts, custody details, or student health conditions, attendance, application for extended leave, email the school office. <p>Please note: Parents have a responsibility to provide the school with copies of any court orders that impact on the relationship between the family and the school.</p> |
| Attendance | <ul style="list-style-type: none"> ▪ Parents can explain an absence through the Sentral Parent Portal App. ▪ Our office sends out text notifications each day to parents of absent students, which can also be replied to with an explanation or reason for the student's absence. |

Please note the following:

- The School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.
<https://education.nsw.gov.au/public-schools/going-to-a-public-school/school-community-charter>
- Teachers will respond to enquiries within 48 hours. If the matter is urgent in nature, please contact the school office by phone.
- All parents and visitors should present at the school office when entering or remaining on school grounds during school hours (aside from drop off and pick up).
- Parents should not enter classrooms without a prior appointment with the teacher or presenting to the school office first.
- Parents should not directly approach another person's child.
- Please be mindful of the frequency of email communication with teachers. Managing a high volume of emails can impact on the time they have to prepare programs and assess students' progress and attend to student wellbeing.
- When emailing or meeting with teachers and school staff, please be calm and respectful, raise any concerns early, and allow sufficient time for issues to be followed up and a response provided.

Complaints Handling Procedure

We are committed to working with parents, carers, students and families to ensure all students are happy and thrive at school. Our preference is to address and resolve complaints at the school level where possible. If you have a question, issue, complaint, feedback or compliment about a Department of Education school, information is available: <https://education.nsw.gov.au/your-feedback/guide-for-parents-carers-and-students>

Our school looks forward to working with the wider school community and building strong respectful, positive relationships through communication and collaboration.