



Randwick Public School Communication Guidelines

The purpose of this information is to serve as a general guide for ensuring effective communication from parents to teachers, staff and executives. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings.

Randwick Public School is committed to using communication processes and techniques to build a positive and professional learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens. Children achieve more when schools and parents work together.

At Randwick Public School we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school. Relationships and communication between executives, teachers, staff, parents and students must be collaborative and respectful.

Guidelines for Communications

In order to ensure a successful exchange of information, it is important that all parties follow a few key principles:

Maintain respectful and open communication:

- Always use a respectful and polite tone
- Be ready not just to provide information, but to listen to observations and perspectives
- Enter the exchange with an open mind and assume a shared best interest for the child
- Work collaboratively to solve problems

Time to respond to communication:

- Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses and teachers are often involved in school meetings and professional development before and after school
- Teachers and staff may need some time to collect needed information before responding.

Who to contact:

- First communications of classroom and playground concerns should be directed at first to your child's teacher.
- If you have discussed with your child's teacher and the issue has not been addressed to your satisfaction then contact the Stage Assistant Principal or Deputy Principal.
- Urgent issues should be raised via the school office phone 9398 6022.

Department of Education School Community Charter

"Our staff will find a time to talk to you 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.

Our schools and communities will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up-to-date with events in the school community."

How to communicate with RPS teachers and staff

Randwick Public School teachers and staff communicate with parents and carers appropriately, timely and efficiently, following Department of Education policy and school guidelines. There are examples of appropriate avenues of communication.

<p><u>Face to face</u> On occasion it may be appropriate for you to speak to your child's teacher in lines or in the classroom. If the teacher is unable to speak to you at that time, they will ask you to organise a meeting or send them an email to which they can respond.</p>	<p><u>Phone</u> We encourage parents to phone the school on 93986022 when enquiries and issues are deemed urgent. A teacher may also phone parents to discuss the progress or welfare of your child.</p>
<p><u>Appointments</u> Parents can visit the school to ask questions, gain support or have the opportunity to talk about their child with either the class teacher or supervisor. Parents are asked to phone or email the school to make an appointment.</p>	<p><u>Emails</u> We encourage parents to email randwick.p.school@det.nsw.edu.au and their message will be directed to the appropriate staff. Some teachers will share their work emails with parents. Please note that teachers may be unable to reply during school time and are often involved in school meetings and professional development before and after school, which may mean they cannot reply immediately. Our aim is to acknowledge emails within 2 working days. The use of emails should be used when an enquiry is not deemed urgent.</p>
<p><u>Formal written reports</u> Written reports regarding your child's progress and development will be published via SkoolBytes at the end of Term 2 & Term 4. Follow up interviews can be scheduled at parent or teacher request.</p>	<p><u>Formal Parent Teaching meetings</u> At the end of Term 1 parents/carers will be invited to attend a meeting to discuss your child's progress and development both socially and academically</p>
<p><u>Facebook</u> Celebration of school events and activities. We have a Randwick Public School and P&C Facebook page.</p>	<p><u>SkoolBytes</u> Whole school announcements eg. Newsletters, events & P&C communication and digital permission eforms</p>
<p><u>SeeSaw</u> SeeSaw is a platform that is used to share your child's work during the week. This sharing comes in the form of pictures or work samples that are uploaded to your child's journal.</p>	

Dealing with Issues

There may be times, despite ongoing communication, where members of the school are unsure, disagree or believe there is a problem or issue concerning their child.

Parents should not wait for a small issue to grow into a large one:

- If the matter involves your child or is an issue of everyday class operation, parents need to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher should be the first point of contact.
- If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with the stage Assistant Principal or Deputy Principal.

Teachers are the first point of contact, by emailing the school and attentioning the email to the appropriate teacher, the school office will forward the email on and the teacher will be in contact within 2 working days..

Please note that teachers may be unable to reply during school time and are often involved in school meetings and professional development before and after school, which may mean they are unable to reply immediately.

Examples of common parent concern & appropriate action

Concern	Appropriate Action
General enquiry	Contact school office - 9398 6022 or randwick-p.school@det.nsw.edu.au
Enrolment enquiry	Visit our website page- <i>Our School: Enrolment</i> and contact our school office for further information.
Financial enquiry	Contact the school office and ask for Karen Birrell.
The welfare or academic progress of your child	Contact the class teacher via the school office or teacher email to organise a suitable time to discuss the issue.
Serious concerns about a student at our school	Contact the school office and request an appointment with the Assistant Principal or Deputy Principal who supervises the grade.
Update your contact information	Contact school office - 9398 6022 or randwick-p.school@det.nsw.edu.au
Updating medical information	Contact school office - 9398 6022 or randwick-p.school@det.nsw.edu.au <i>The office ensures that the correct process is followed according to policy</i>
Change in custody arrangements or updating legal documents	Provide the information to the school office immediately.
Information on school policy or practice	Contact the school office and request an appointment with a Deputy Principal .
Student late or leaving early on a school day	Contact the school office for notification and when arriving at school, collect a late or early slip to be given to the teacher.
Change to pick up arrangements	Contact the school office . On this occasion it is preferable to ring the office.
Long term absence/leave	Contact the school office for an Application for Extended Leave form
Student absence	Contact the school office via email or phone.
Translators	Contact the school office to organise a translator for any of your school meetings.
Lost hat or lunch box	Encourage your child to look in lost property located in the administration building .
Your child forgot their lunch.	Contact the school office . On this occasion it is preferable to ring the office.
Unresolved issues after teacher contact	Contact the school office and request an appointment with the Assistant Principal or Deputy Principal who supervises

	the grade.
Forgot Library day	Refer to the class timetable or ask other class members.