

Communication

Who we are

- **Principal - Geoffrey Smith**
- **Teacher - Sue Tillack, Chris Cavanagh, Kayla Robbie**
- **Admin Manager - Nicole Green / Trish Williams**
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MICHELAGO PUBLIC SCHOOL



Education



ated February 2017

Michelago Public School

Communication Guidelines

A parent and community guide for seeking information and expressing concerns at school



MICHELAGO PUBLIC SCHOOL

Be Safe Be Respectful Be Responsible

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3. The actions of other students at school

Classroom issues should be addressed directly to the class teacher. Playground issues should be dealt with by the class teacher or Principal. Before and after school issues should be handled by the class teacher or Principal.

At no time should a parent approach another child to address an issue at school.

4. School policy, practice or procedure

Concerns of this nature should be addressed to the Principal or Executive staff member. An appointment should be made, stating the nature of the business. Procedures in the DEC Complaints Policy should always be followed by addressing concerns at a local level, first.

5. Dignity and Respect

We value the rights of all parties to be heard in a safe, courteous and responsible environment no matter how contentious, difficult or emotional the concern may be.

6. Social Media

Please refer to the school website, Skool Loop and facebook page. Our Facebook page is about positive promotion and information regarding upcoming events.

Our Mission

School & family working together

Action Plan

What to do?

Please find below some common concerns and our suggested action in dealing with those issues:

“To be able to ask a question clearly is two-thirds of the way to getting it answered. ~John Ruskin

1. The academic progress of your child

Contact the child’s teacher directly either by note, email, by phoning the office or in person to arrange a suitable time to discuss any issues.

2. The welfare of your child

To convey information about change of address, telephone number, emergency contact, custody details, health issues etc contact the office staff immediately.

For more minor issues:

- make an appointment with your child’s teacher directly to clarify information

For more serious concerns

- State the nature of the concerns and arrange a suitable time to talk with your class teacher or principal

Guidelines for Approaching Your School

These guidelines aim to help in reaching an agreed solution by:



Providing a guide in order that concerns are dealt with in an open and fair manner



Ensuring that the rights of students, teachers and parents are respected and upheld



Supporting sensitivity and confidentiality

Allowing time for issues or concerns to be raised at an appropriate time

You may need to approach your school

- To discuss the progress or welfare of your child
- To express concerns about the actions of another student, students or person
- Enquire about school policy or practice
- Discuss upcoming events
- Always address matters of concern at a local level first

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.

Meeting times

We acknowledge there are times when concerns may cause anxiety. At such times it is important to organise a quiet and confidential meeting time giving both parties time to consult, and prepare for the meeting.

Please ensure all communications are made with staff during working hours.

Emergencies only

The principal may be contacted out of school hours if the matter is urgent.

Our Solutions

Problem & Solution



Trying to engaging a teacher in conversations during teaching time, supervision time, when managing children or engaged in other conversations may not be an effective approach. Therefore making an appointment clearly detailing the issues is best way to start effective communications.

Problem & Solution



Staff are always willing to work with you to reach a satisfactory resolution. We suggest you act promptly to ensure the matter is dealt with in a fair and timely manner for all parties concerned.

Problem & Concern



We work hard to ensure our students are learning in a safe and happy school environment. Teachers and family's privacy and personal time needs to be respected. Please ensure all communications are made with staff during working hours.