

Brighton-Le-Sands Public School



Communicating with our school

NSW Public Schools work to create positive environments for students, staff and the entire school community that support student learning. We strive to ensure that every student is known, valued and cared for. The best education happens when students, parents and schools work together.

What can parents expect?

At our school, we value open and respectful communication with parents. Our staff will always make time to speak with you when they can give you their full attention. Please understand that during teaching hours or while managing other responsibilities, they may not be immediately available. We are committed to ensuring that all written communication from the school is clear, fair, and easy to understand.

Parents and carers can expect:

- To be welcomed into our schools to work in partnership to promote student learning
- Communication from teaching staff will be timely, polite, informative and solutions focused
- Professional relationships with school staff will be based on transparency, honesty and mutual respect
- To be treated fairly. Tolerance and understanding are promoted as we respect diversity

What does the school expect of parents?

Parents and carers play an important role in the school community. We encourage you to use email and social media appropriately to connect with our school and stay up to date with events in our school community. **Parents are asked to allow up to 48 hours for teachers and/or office staff to respond to email or phone requests.**

While it may seem quicker to go to a senior staff member to raise an issue, it is usually most appropriate to start with the person who knows the student or the details of the situation. Only if the issue can't be resolved should it progress through the hierarchy of contact.

We expect parents and carers to:

- Work in partnership to promote student learning
- Treat our staff and each other with respect and fairness
- Communicate in a positive and constructive manner

To help us maintain a safe and calm learning environment, we kindly ask parents and carers to support our routines around school spaces. For safety and to minimise disruptions, we ask that parents do not enter classrooms or the South and North Halls unless a prior arrangement has been made with the class teacher.

We also ask for your understanding regarding teachers' time before and after school. These times are often dedicated to student supervision and lesson preparation, so teachers may not always be available for an immediate conversation. If you would like to talk about your child's progress or raise a concern, please contact the school office or email the teacher to arrange a suitable time.

Unacceptable and offensive behaviour has no place in our school communities. To ensure the safety and wellbeing of students, staff and the community in our schools, steps will be taken to address unacceptable behaviour. This may include restricting contact with the school community or, in more serious cases, referral to NSW Police.

Visiting procedures: All visitors must report to the school office during school hours. Where large school events are planned alternative visitor arrangements will be outlined in relevant event communication.

Brighton-Le-Sands Public School



What is it?	What goes in it?
'The Brighton Brief' Fortnightly Newsletter	Reminders about school procedures, messages from the principal and information about events and activities. Distributed every second Friday through School Bytes.
Notes	Notes about school activities and events are sent home as required. Notes are sent home electronically via the School Bytes platform as an email.
School Bytes	The school bytes app is our 'school app'. It contains calendar and event information, notes home including the newsletter, finance and payment platforms and links to documents such as canteen menu and uniform room details. Student absences should be reported via the portal. • PARENT PORTAL LINK • PARENT PORTAL SET UP GUIDELINES
School Website	The website contains general information about our school. It is designed to be an 'online information book' which is usually updated as required. Procedural information such as the code of conduct for sport and performing arts, mobile phones, communication guidelines and enrolment information can be found on the website. The calendar and event information and previous newsletter editions are also online.
Facebook	Our school Facebook page is primarily used to celebrate and share student and school achievements and showcase many of the exciting things taking place at Brighton-Le-Sands PS. The page is also occasionally used to post announcements or reminders.
School Email	Our general school emails are monitored periodically during school hours, during school term. We aim to acknowledge receipt of emails in 48 hours , for this reason, if the issue is urgent parents need to contact the school by phone.

Raising Concerns

All members of staff at Brighton-Le-Sands Public School are committed to supporting and extending all students in all areas of school life. Staff members are more than willing to discuss with parents the progress or welfare of their child, or to raise matters concerning actions of other students, school policy or practice, or concerns about actions of staff.

So that staff members can give parents an opportunity to raise questions or concerns in an appropriate setting and at a convenient time for both staff and parents, we have set out the following guidelines.

Need	What Should I do?
The academic progress of my child	Contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.
The welfare of my child	For minor issues, directly contact your child's teacher to clarify information. For more serious concerns, contact the office. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member. To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office
Actions of other students	Contact the class teacher about a classroom problem. Contact the classroom teacher or stage supervisor initially for playground problems. They will arrange a suitable time for you to talk with the appropriate staff member.
School policy or practice	Contact office. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member.
Actions of a staff member	Contact the office and arrange a time to discuss your concerns directly with the School Executive.