

Lismore Heights Public School



Procedures for communicating with the school

**A parent and carer's guide for seeking
information and expressing concerns**

From time-to-time parents and carers may need to approach the school in order to:

- Discuss the progress or welfare of their own child.
- Express concern about the actions of other students.
- Enquire about school procedures or practices.

These procedures aim to:

- Provide a guide in order that concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, staff and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.
- Ensure that a safe and harmonious school environment is maintained.

The best results usually flow from working together.

APPROACHING THE SCHOOL

Families are advised to contact their child's class teacher first and foremost when raising or responding to concerns.

Where possible, we aim to operate an open-door approach at our school. This allows parents to briefly touch base with their child's class teacher before school to pass on important information that may impact their child's day. We ask parents to understand that sometimes class teachers may not be available due to work commitments (such as playground supervision, scheduled meetings). Where this is the case, we refer parents to the procedures outlined below to arrange a meeting with their child's class teacher or an alternative member of staff.

An appointment can be made at any time of the year and these appointments can be made in a number of ways:

1. A parent/carer may send the class teacher a message on DOJO requesting a meeting.
2. A parent/carer may ring the office and leave a message for the class teacher that a meeting is requested.
3. A parent/carer may write a note to the class teacher requesting a meeting.
4. A parent/carer may email lismorehts-p.school@det.nsw.edu.au requesting a meeting with the appropriate staff member.

In any of the above meeting requests, parents/carers need to outline the matter they would like to discuss at the meeting. The teacher or other staff members can then know how much time may be needed, and gather the information required in preparation for the meeting. The staff member will then organise a mutually agreeable time.

On occasions, matters may cause concern for families. At such times, it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere. Trying to talk to teachers when they are teaching, managing children or are engaged in another conversation would be inappropriate.

In very rare cases, where people wishing to express concerns do so in an aggressive or threatening manner, the Principal (or delegate) has the legal authority under the *Inclosed Lands Act* to:

- Direct the person to immediately leave the grounds.
- Call the police to remove the person should they refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without the permission of the Principal.

Please use the table on the next page as a guide to approaching the appropriate staff member at Lismore Heights Public School.

Concern	Appropriate Action
The academic progress of my own child.	Directly contact your child's teacher either by DOJO message, note, phone, email at lismorehts-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues.
The wellbeing of my own child.	<p>For minor issues directly contact your child's teacher either by DOJO message, note or phone to clarify information.</p> <p>For more serious concerns, contact the school office. State the nature of the concern and arrange a suitable time to talk with the class teacher.</p> <p>To convey information about change of address, telephone number, emergency contact, custody details, health issues etc, please contact the school office.</p>
Actions of other students.	<p>Contact your child's class teacher for a classroom concern.</p> <p>Contact the Assistant Principal for your child's Stage for playground issues.</p> <p><i>At no time should a parent approach another child, other than their own, to address a school issue.</i></p>
Actions of other students on social media.	<p>Any social media issues out of school should be addressed by taking a screen shot of inappropriate material, blocking the sender and reporting to the relevant social media platforms. A report can also be made to the eSafety Commissioner https://www.esafety.gov.au</p> <p>Parents/carers should also note that many social media platforms do not allow any child under the age of 16 to have a personal account. If inappropriate messages are being sent to your child's account and they are underage, we strongly advise parents to delete the account.</p> <p>If social media issues are being brought to school, contact your child's class teacher or the Assistant Principal for your child's Stage to discuss.</p> <p><i>At no time should a parent approach another child, other than their own, to address a school issue.</i></p>
School procedures or practices.	Contact the office. State nature of concern and make an appointment to see the Assistant Principal and/or appropriate member of staff.
Where matters remain unresolved.	<p>If after speaking with your child's class teacher a matter remains unresolved, parents may request a meeting with the Assistant Principal to discuss the matter further.</p> <p>If after meeting with the Assistant Principal a satisfactory resolution has not been achieved, parents may request the Principal review the handling of the matter and the outcome reached in line with the agreed <i>Department of Education</i> policies and school procedures.</p>

The staff members of Lismore Heights Public School are committed to working with parents/carers to ensure the success of all students.