

Oatley West Public School Communication Guidelines

Updated February 2025

The following guidelines are designed to clarify the school's communication processes. They align with the NSW Department of Education's Code of Conduct, Complaints Handling Policy, and Expectations for Digital Communication Procedure, and seek to provide clarity to all within the school community.

The school uses many different ways to communicate information to parents and carers.

Oatley West Public School website	https://oatleywest-p.schools.nsw.gov.au/
School email	oatleywest-p.school@det.nsw.edu.au
Facebook	https://www.facebook.com/oatleywestpublicschool
NSW Department of Education website	https://education.nsw.gov.au/
School newsletters	<i>Emailed fortnightly and posted on the school website</i>
Parent teacher interviews	<i>Term 1 and as requested</i>
School reports	<i>Each semester</i>
School Bytes	<i>Online platform to advertise upcoming school events and excursions, allowing parents/carers to give permission and to make payment electronically</i>
The school office	<i>Ph: 9580 5048</i>
Class Dojo (if used by the class teacher)	<i>Individual teachers send instructions on how to access this platform</i>
Seesaw (if used by the class teacher)	<i>Individual teachers send instructions on how to access this platform</i>
School Assemblies	<i>Weekly (whole school), K-2 and 3-6 fortnightly</i>

Please keep your contact details up to date and check your email inbox or School Bytes app for notifications

Email and School Bytes are the key modes of communication between school and home. Please check the school has your correct email address and that your INBOX will receive messages. Please ensure School Bytes notifications are turned on, so you are alerted to school information as it is sent.

What parents/carers can expect in school communication

- Regular communication from the school (e.g. school newsletter, class excursions, year/stage-based notices, whole school notices);
- A scheduled opportunity to meet with the classroom teacher during the year, parent teacher interviews;
- Other opportunities to meet with the teacher by appointment;
- Invitations to attend year-based parent information sessions;
- Invitations to attend school events including whole school assemblies, morning teas, carnivals, performances;
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged and responded to as soon as possible and within two working days. It should be noted that some staff work part time and although will try their best, may respond to communication outside the 2-day timeframe. For class job share arrangements, if the communication is deemed to require urgent attention, the class teachers will communicate with each other to ensure a timely reply.

What parents/carers cannot expect

- School staff returning calls **outside of business hours (8am-5pm), or on weekends;**
- Emails, Dojo, Seesaw messages to be answered **outside of business hours (8am-5pm), on weekends, or during school holidays;**
- Access to teachers' private phone numbers or emails; or
- Staff to listen to, or respond to, disrespectful or aggressive communication from parents

Class based communication platforms including Dojo and Seesaw

- These platforms are a tool to keep you informed of class events and classroom learning
- Teacher responses will be short as this is not a conversation tool
- As teachers are instructing lessons with your children, responses may not be received until the end of the school day, i.e. after 3:25pm

- If at any point you have concerns, please contact the school office to arrange an interview. A face- to-face interview or phone call is required to ensure meaningful dialogue as we want to work in partnership with you to support your child. Dojo and Seesaw are not the platforms for this
- Messages from parents/carers, where possible, should only be sent inside of normal working hours 8am-5pm, and not on weekends or during school holidays.

What Dojo and Seesaw are not to be used for;

- Notifications to the teacher of student absence. The school should be notified of student absence by; emailing the school, through the School Bytes platform, a hand-written note or a telephone call to the school office
- Inquiries about school incidents. If an incident is serious enough, then it should be dealt with via a phone call to the school office requesting an interview
- A replacement for parent teacher interviews
- Complaints: these should be dealt with personally via a phone call to the school
- Medical information or requirements- Doctor's plans including medicines, require a conversation
- Notification of early pick up /drop off/ change to routines must go through the school office. The office should be informed well in advance (where possible) if the afternoon arrangements for your child change. This will ensure the class teacher and your child receives the message well before the 3:25pm home bell. Teachers do not access their phones, Dojo or Seesaw accounts to receive messages while teaching classes throughout the day.

Communication is a two-way process

Parents and carers are welcome and encouraged to talk to their child's teacher anytime during the year. Where possible, the school would prefer to talk to you in person or over the phone. This process allows both parties to clarify questions and issues before trying to resolve them. It is always best to make an appointment if you require more than a quick conversation. Appointments can be made by phoning the school.

If you have a question or concern related to your child

- The class teacher is the first port of call for questions or concerns about your child's progress in learning, learning needs, homework or wellbeing
- If the matter is unresolved, please contact the Assistant Principal of the stage
- If the matter remains unresolved your concerns will be referred to the Deputy Principal or Principal

If you have a question or concern related to the actions of another child, staff member or parent

- Email the school office ootleywest-p.school@det.nsw.edu.au
- The matter will be referred to the appropriate person
- All efforts will be made to respond to your question or concerns within 72 hours

If you would like to provide feedback, ideas, suggestions or have a complaint

- As above

Approaching the children of other parents

It is important that all parents model the school values of respect, responsibility, and care at all times. Our students learn from the example we set and the behaviours they observe.

Under no circumstances should parents approach or chastise the child of another parent. Parents/carers are advised NOT to contact the child of another parent about a school related concern, particularly if they are frustrated or upset. It is the school's responsibility to look into and address student welfare issues following departmental guidelines. The school has clear processes to ensure that issues are handled sensitively and fairly.

To increase mutual respect, remember:

- Teachers and support staff, like all people, can on occasion make a mistake.
- We're all on the same team - your child's support team!
- Recognise that we won't always agree, but we promise to listen.