



WADALBA
COMMUNITY SCHOOL

Communicating with our School



We create
collaborative
learning
environments

We
all play
our part

We work
in
partnership
to promote
student
learning

Communicating with our School

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 School 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 us and stay up-to-date with up-coming events in the school community.

Our guide for parents, carers and students provides useful information about the complaints process:

education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students

Respectful communication is a right

In all workplaces people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

To ensure the wellbeing of students, staff and the community in our school, 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. The [School Community Charter](#) outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

Unacceptable behaviour may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity.
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.
- Treating members of the school community differently due to aspects such as their religion or disability.
- Inappropriate and time wasting communication.

How do I contact the School?

All contact with our school is to be consistent with the [School Community Charter](#) respecting that our staff are primarily engaged with the teaching and caring of our students.

By phone



Urgent matters

Urgent matters require an action or response from staff on the same day, like:

- your student's attendance
- changes to arrangements that need to be communicated to your student
- your student's health and wellbeing.

Non-urgent matters

Including:

- requesting a meeting with our school staff
- requesting information about an upcoming school event
- providing brief information to the school
- raising a concern.

What you can expect

If necessary, you will need to leave a message with our office staff who will identify the best person to respond to your call, if needed. The response will happen by the end of the next school day.

Our school phone number is 4356 2888. You are welcome to phone our school during school hours of 7:45am – 3:00pm.

By email



Our school email address is <mailto:wadalba-c.school@det.nsw.edu.au>

You can email us about non-urgent matters that do not require a same day response, like:

- requesting a meeting with our school staff
 - requesting information about an upcoming school event
 - providing information to the school such as specialist reports
 - raising a concern.
- For matters that require an action or response from staff on the same day, please phone the school.

What you can expect

Emails will be:

- read within 3 school days of receipt.
- acknowledged, if required
- assessed to decide what action is needed, including if a response is required
- monitored between Monday to Friday, during school terms only
- responded to by relevant staff only.

In person



Parents and carers are welcome to meet with our school staff.

- We prefer you phone or email a request, briefly explaining the issues you wish to discuss,
- or if the staff member is available at the end of the school day, have a very brief meeting. Please understand they may have other duties to attend to.

You are welcome to bring a support person or advocate, with prior notice, to be present at any meeting.

What you can expect

Our staff will:

- respond to your request within 3 school days
- discuss with you a mutually agreeable time to meet and agree on what will be discussed
- decide who is best to meet with you.

By text message



To respond to an absence message sent by our school system to advise of a student absence with the

- date and reason for absence.

What you can expect

Our staff:

- will record your response in the attendance system
- will not reply to text messages.



By Classdojo



Primary and Support

All parents and carers of students in Primary will be invited to join Class DoJo.

Here you can message us about non-urgent matters that do not require a same day response, like:

- requesting a meeting with our school staff
- requesting information about an upcoming school event
- questions about upcoming events
- passing on information regarding your child
- raising a concern.

For matters that require an action or response from staff on the same day, please phone the school.

What you can expect

Messages will be:

- read within 3 school days of receipt.
- acknowledged, if required
- assessed to decide what action is needed, including if a response is required
- monitored between Monday to Friday, during school terms only.

Visiting our School - Primary

Morning Drop off

- There is an optional "Kiss and Drop" zone for primary families at the front of the school adjacent to the front carpark. Please do not park and leave your car in this area.
- The primary entrance gate is at the front of the school adjacent to the carpark.
- Dogs are not permitted on site. Smoking and vaping is not permitted on site or near entry ways.
- Once the 8:30am bell rings families are asked to exit the school to allow classes to settle and begin learning.
- In the mornings staff are supervising children or preparing for class. Please make an appointment so they are able to give you their full attention.
- The primary gate is locked at 8:35am each morning.
- Late students are to enter through the main entrance and go to the office to sign in.

Afternoon Pick up

- The primary gate adjacent to the front car park is opened at 2:20pm.
- Dogs are not permitted on site. Smoking and vaping is not permitted on site or near entry ways.
- Please wait under the hall COLA area and away from classrooms until the bell goes.
- Students attending OSH Club are to meet their educators at the silver seats under the oval COLA.
- Families who have collected their children are responsible for supervising their children. Staff are not on duty in the playground at this time.

Office Hours

- Our gates are locked each day between 8:35am and 2:20pm but families can still access the office through the main front gates between 7:45am and 3:00pm.
- If you are collecting your child please go to our office who will assist you.

Other students

- Parents and Carers are not to approach other students to speak about issues.
- Any concerns about students are to go through school staff.

Volunteers

- We are always looking for volunteers to assist in our classrooms. If you are interested, please speak to your child's teacher.
- Volunteers must obtain a free Working with Children Check (WWCC - Volunteer Service NSW). They must then complete a digital declaration form sent by the school (email to be sent and completed prior to day of volunteer work), and show Government issued ID upon entering the school to verify Identification.

Who to contact - Primary

CONCERN	WHO TO CONTACT?
Change of details	When informing the school about a change of address, telephone number, change of scripture preference, emergency contact, custody details, health issues etc. please contact the school office.
The academic progress of your child	Contact your child's class teacher either by phone, email or ClassDojo to arrange a mutually suitable time to discuss your child.
The welfare of own child	- Contact your child's class teacher either by phone, email or ClassDojo to arrange a mutually suitable time to discuss your child. - For more serious concerns or if additional support is needed, this will then be escalated by the classroom teacher to an assistant principal or deputy principal
Actions of other students	- Contact your child's class teacher either by phone, email or ClassDojo to arrange a mutually suitable time to discuss your child. - If appropriate this will then be escalated by the classroom teacher to an assistant principal or deputy principal.
School Policy or Practice	Contact the school's office. State the nature of the concern and the office will organise the appropriate member of staff, deputy principal or principal to contact you for a discussion and/ or meeting.
Actions of a Staff Member	Contact the office and state concerns to a member of the school executive or principal.

Who to contact - Secondary

CONCERN	WHO TO CONTACT?
Change of details	When informing the school about a change of address, telephone number, change of scripture preference, emergency contact, custody details, health issues etc. please contact the school office.
The academic progress of your child	Contact your child's class teacher either by phone or email to arrange a mutually suitable time to discuss your child.
The welfare of own child	- Contact your child's year advisor or head teacher of faculty in secondary either by phone or email to arrange a mutually suitable time to discuss your child. - For more serious concerns or if additional support is needed, this will then be escalated by the year advisor or head teacher to a deputy principal.
Actions of other students	Contact your child's secondary deputy principal either by phone or email to arrange a mutually suitable time to discuss your concerns.
School Policy or Practice	Contact the school's office. State the nature of the concern and the office will organise the appropriate member of staff, deputy principal or principal to contact you for a discussion and/ or meeting.
Actions of a Staff Member	Contact the office and state concerns to a member of the school executive or principal.

Review dates

Last review date: Week 4, Term 4, 2025

Next review date: Week 4, Term 4, 2026