

Communication between home and school Procedures

Rationale

At Annandale Public School, our staff is committed to open and transparent communication across the community. We believe that partnerships between students, parents/carers and families, the broader community and business brings mutual benefit, and maximises student engagement and learning outcomes. The school aligns with the beliefs reflected in the **Melbourne Declaration on Education Goals for Young Australians**.

We value our community and recognise that true engagement is about communication – the two-way process of providing accurate and timely information and demonstrating that feedback is being heard.

Context

These procedures have been developed to provide a framework for the many communication processes at Annandale Public School. They also provide appropriate opportunities for colleagues, parents/carers and the community to discuss student learning and wellbeing.

Legislative/Policy Framework

These procedures operate within the framework and expectations of the Department of Education (DoE) policy: Legislation

Education Act of 1990 Lists P&C as a Consultative Body (Part 11);

The Federation of Parent and Citizens' Association of NSW Incorporation Act 1976

Implementation and responsibilities

1. It is the responsibility of the Executive Team, led by the Principal, to keep informed of Departmental expectations in relation to communication policies and processes.
2. Teachers should strive to develop and maintain harmonious relationships with each of their students' families, to communicate frequently, and to listen actively for questions and concerns.
3. Parents/carers are encouraged to discuss areas of compliment or complaint with the class teacher. A school form 'Requesting an interview with the Teacher' is available at the front office to ensure an appropriate time can be made for discussion. Alternatively, parents can send an email to annandale-p.school@det.nsw.edu.au to request a meeting with their class teacher.
4. If parents feel their concerns require further clarification, they are encouraged to make an appointment with the Stage Supervisor (Assistant Principal) or with the School Principal. Appointments are to be made at the front office by filling in a school form 'Requesting an interview'. Alternatively, they can send an email to annandale-p.school@det.nsw.edu.au to request a meeting.
5. Annandale Public School commits to the ongoing improvement of communication structures to make accurate and timely information available to the wider parent body and community. The 'No Boundaries' document developed by the P&C and local

community indicates that the preferred and most effective communication channel is via the E-news app and email. The school commits to this arrangement with ongoing review at P&C request.

6. To ensure that our workplace and school is safe and harmonious, every person on the school site is expected to follow the Code of Conduct developed by the DoE. In very rare cases, the Principal (or nominee) has the legal authority under the **Inclosed Lands Act** to:

- Direct a person to immediately leave the school grounds
- Call the police to remove the person if he or she refuses
- Withdraw future permission (by letter) for the person to enter the grounds without the permission of the Principal.
- Seek further legal avenues.

Procedures for parent communication with the school

If you have a compliment or complaint, please discuss with the appropriate first point of contact below.

1.	Child's progress	Class Teacher
2.	Behaviour issues in class	Class Teacher
3.	Behaviour issues on the playground	Assistant Principals
4.	School organisation	Principal
5.	Curriculum	Principal
6.	General enquiries (School contributions, charges and payments)	Office staff
7.	Uniform purchases	School uniform shop
8.	Actions of a staff member	Assistant Principal Principal
9.	Child protection / misconduct issues	Principal

Complaints, Compliments and Suggestions

If you have a complaint, compliment or suggestion about any aspect of our school services we're keen to hear from you. The address to the Department form is:

<https://www.det.nsw.edu.au/media/downloads/about-us/how-we-operate/how-we-handle-complaints/schools/complaint-form.pdf>

Support policies and websites

Melbourne Declaration on Educational Goals for Young Australians 2008

Australian Professional Teaching Standards 2013

The NSW AECG/DET Partnership Agreement 2010-2020 Together We are, Together We Can, Together We Will

5 Year Strategic Plan 2012-2017 NSW Education and Communities

NSW 2021 – A PLAN TO MAKE NSW NUMBER ONE NSW GOVERNMENT

Code of conduct

Complaints handling procedures

Student violent behaviour

Inclosed Lands Protection Act

Case studies of schools to improve communication

Document history and details

Approval date

26 May, 2017

Approving Officer

Dace Elletson, Principal

Implementation Date

Term 2, 2017