



Sylvania Heights Public School Communication Guidelines

NSW Public Schools work to create positive environments for students, staff and the entire school community that support student learning. Communication from teaching staff will be timely, polite and informative.

The parent-teacher interview is not the only time you can discuss your child with the teacher. Many teachers make appointments to see or call you outside of school hours, others find email through the school works well. Our school will make sure that written communication is appropriate, fair, timely and easy to read. We encourage you to use the telephone, email and social media appropriately to connect with our school and stay up-to-date with events in the school community.

Don't leave it until you're upset or very worried before you contact the school. Stay in touch with the teacher as best you can, and when a concern arises, make contact to discuss the issue. Give the teacher some clue about your concerns, so they can prepare for your conversation. If, for example, you're worried your child isn't making friends, the teacher may want to observe them in the playground before you talk. Or, if you're concerned your child isn't performing as well as expected, the teacher may want to check last year's notes, talk to colleagues or review assessment results.

If there's something happening at home with your child or another family member, it can affect what's happening at school, so you may want to let the school know.

We welcome the opportunity to discuss your child's needs

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. Don't arrive at the classroom door unexpectedly and hope to have a quick chat. Between 8:30am and 3:30pm is non-stop for teachers, and their primary responsibility each day is to teach their students. They can't leave their class unattended to talk with you. Most mornings teachers attend meetings such as Learning Support Team meetings; teaching team meetings; professional learning meetings; or are supervising extra-curricular activities for students. Most teachers are rostered onto four playground duties per week and have a 25 minute break each day to eat and use the bathroom. Respect the teacher's professional skills and expertise and remember you both want what is best for your child.

Contacting teachers by phone

You can call the school office on 9522 0111 between 8:30am and 3:45pm to leave a message for your child's teacher. The message will be passed to the teacher via our in-house communication system. We aim to respond to your query generally within 48 hours (understanding that illness or misadventure may cause delays). If possible, let the office staff know the general nature of the call so that the teacher can get back to you with the information you may need. Use the phone for any urgent or personal matters you would like to raise.

Contacting teachers by email

All email correspondence to school staff is to be sent to the school email address sylvaniaht-p.school@det.nsw.edu.au and should clearly indicate the intended recipient in the subject field. The

School email account is monitored during school hours when teachers are teaching. Emails will be forwarded to the intended recipient. Please be sure to indicate not only the author's details but also the name and class of your child enrolled at the school. Response to correspondence will be made at the first opportunity but may be delayed by compelling school priorities.

School staff have no access to the school email account and it is confidentially managed by the school Business Manager overseen by the Principal. Your email will be acknowledged by the office. Teaching staff aim to respond to your email within 48 hours if it requires a response. There may be some emails that won't require a response, such as an explanation of student absence.

If your matter is urgent or you have not received a response within 48 hours, we encourage you to call us on 9522 0111 so we can help you.

Some examples of when and how to communicate with your child's teacher.

Matter	Preferred Communication Method	Reason
I'd like to make an appointment to meet with my child's teacher to discuss the academic or social progress of my child	Email	The teacher can check their calendar and respond with a mutually convenient time
My child is feeling anxious about school and is refusing to return	Phone	School anxiety can be a difficult time for children and families. Our teachers can give you some strategies and suggest a plan of action to support your child to return to school as soon as possible.
My child was absent yesterday	Respond to the automated attendance SMS service. Email if needed.	Teachers must have explanations for absences in writing. They will not respond unless necessary.
I would like another copy of my child's report	Email	Our administration staff can help you so our teachers can focus on teaching students.

Our staff are of the highest professional calibre and put student learning at the core of their decisions. They are very eager and willing to work with you to achieve the best outcome for your children. Staff have an obligation and a commitment to treat all members of the community with respect and courtesy and we ask that you do the same for our staff who enjoy our school environment built on respectful relationships.

Please don't hesitate to make contact with the School Principal or Deputy Principal by phone or email through the office. If you have a complaint, compliment or suggestion about any aspect of our school services we're keen to hear from you. You can contact us or download a Feedback and concerns form at <https://sylvaniaht-p.schools.nsw.gov.au/about-our-school/rules-and-policies.html>

Sylvania Heights Public School is committed to ensuring a safe and happy environment for your child.

Clint White Principal
Sylvania Heights Public School
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