

School Communication Procedure– effective April, 2021

Last Review: February, 2020

Principal: Mr Drew Janetzki

Effective: April, 2021

School Communication Procedure:

The Principal and school staff are responsible for the development of our School Communication procedure in consultation with all staff as well as the P&C executive community. This documents responsibilities of staff, students and parent and schools practices and procedures:

Effective communication and engagement are key to building relationships and achieving positive outcomes in all that we do in public education Community may wish to enquire about school matters and practices as well as parents/carers may wish to discuss matters relating to their own child/ren. This procedure aims to provide guidelines that will result in a harmonious school community working together with children and young people in the centre of our decision making.

Purpose:

- Clearly outline our procedures for communicating with our families including parents, carers and staff.
- Assist parents, carers and school staff in the best approach to organise a time to communicate in a safe and confidential atmosphere.
- Establish guidelines for parents to follow.
- Provide a guide to ensure that issues are dealt with in a fair, open and professional manner.
- Ensure that the rights of students, teachers and parents are respected and upheld at all times.

Communication Procedures at Fern Bay Public School School Hours are between 8:30am-3pm	
Communication enquiry	Appropriate Action - Best Practice
General enquiries	Contact the school office.
Enrolment enquiries	Contact the school office for an appointment with Mr Janetzki (Principal) School tours can be booked by contacting the front office (Phone: 49281668)
Financial enquiries	Contact the school office and ask for Mrs Mills (School Administration Manager)
The welfare or academic progress of your child	Contact the class teacher to organise a suitable time to discuss the issue. This can be done through the front office or directly with the teacher, before and after school hours only when the teacher is not on playground duty.

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<p>Serious concerns about a student at our school.</p>	<p>Contact school office. Phone: 49281668 This information will be communicated to the Principal. Email fernbay-p.school@det.nsw.edu.au</p>
<p>Change any information relating to your child/children. e.g. legal documents, custody issues, change of address, emergency contacts or medical details.</p>	<p>Contact the school office. You may need to visit the school to present documentation. You will need to provide proof of new address documents e.g. rental agreements, council rates, utilities bill or contract of sale.</p>
<p>School procedures or practice</p>	<p>Refer to our website for our School frameworks (local school procedures) https://fernbay-p.schools.nsw.gov.au/about-our-school/rules-and-policies.html</p>
<p>Student late or leaving early on a school day</p>	<p>Come to school office to sign your child/ren in or out – do not take them directly to or from their classroom. On special days carers/parents will still need to sign their child out by completing a form held by the class teacher.</p>
<p>Partial enrolments: Late or early arrivals.</p>	<p>Please ensure to sign your child in and out if you are late or planning to take your child from school grounds early and accompany your child to give this slip to the classroom teacher.</p>
<p>Absences</p>	<p>Contact the school office to notify of the reason for your child's absence and their expected return date. Longer absences may require additional paperwork from the family - the office will be able to provide additional information. Note to the school explaining the reason for student being absent. As per our Attendance Policy: https://fernbay-p.schools.nsw.gov.au/content/dam/doi/sws/schools/fernbay-p/localcontent/fern_bay_student_attendance_policy2017.pdf</p> <p>As stated in the policy. Teachers are to make contact via phone call and an SMS is generated if a student is away without an explanation. If a student is away for more than 2 school days without any explanation then the teacher has a follow up phone call. If the parent does not answer the phone an SMS is a record that shows attempted contact has been made. If more than 3 days have passed and no contact has been made then the teacher can make contact with the emergency contact to ensure the safety of the student via phone call & via SMS.</p>

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	<p>This is then refers to the Principal who will inform the HSLO. Teachers to monitor patterns of attendance and discuss with parents to help and support.</p> <p>Our school also employs a Well Being Officer to assist and support families.</p> <p>Email: fernbay-p.school@det.nsw.edu.au</p>
Sickness	<p>We accept or expect a written note explaining the reason for absence. This can be a written note, email to the school email address via the absence section of SZapp. We also have students with several high risk health conditions and we respect that parents keep their child at home if they are sick.</p>
Emergency Contact	<p>More than one Emergency contact is required. Parents and carers will be contacted if there is less than one emergency contact.</p>
Before and after school supervision	<p>For child safety, we require parents/carers to ensure students are be in particular area in the school ground ensure student safety. The school provides morning supervision between 8:30am-9:00am.</p> <p>Please try and avoid changes to your standard pick up agreements. If it is an emergency, telephone the school office to make appropriate arrangements to ensure your child is notified of the change in routine.</p>

How will we communicate with our parents and carers in 2019?

In the modern digital age we acknowledge that there are many useful platforms to communicate through, yet sometimes more sources could lead to confusion and key messages being missed.

Communication purpose	How?	When?
Whole School and class events	Digital- App SchoolZine and in paper format	Fortnightly Even Weeks and notes only go out on Wednesday only.
Events that require payment over \$10 require at least one month notice.	Digital- App S-Zine with RSVP returned no later than one week prior to the event.	Money events will be handed out on green paper as required.

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Classroom learning	Seesaw App Messaging feature used for student learning and internal classroom activities.	Seesaw used at the teacher's discretion
Upcoming Events	Term Calendar given to all families as a hard copy and updates are emailed every fortnight on a Wednesday.	Term Calendar sent out Week 2 each term and updated every newsletter that is distributed on Wednesday.
Celebrate student and school achievements and upcoming events	Newsletter given to all families via email with hard copies available at the office. Submissions for the newsletter from staff, students, P&C and the community due to the office by Friday odd weeks.	Fortnightly Even Weeks
School Celebrations and newsletter	Facebook Twitter Instagram Seesaw	Updated depending on need
Urgent Communications	SMS stating the purpose & via SZapp.	Student or community safety messages.

References

NSW Department of Education Communicating and engaging strategically.

<https://education.nsw.gov.au/inside-the-department/communication-and-engagement/communicating-and-engaging-strategically>

School Community Charter

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/media/documents/school-community-charter.pdf>