

Fern Bay Public School Community Communication Guidelines 2025

These guidelines are designed to assist parents and carers (referred to as parents) in seeking school-related information or raising concerns.

Parents or other members of the school community may approach the school to:

- Discuss their child's academic progress or wellbeing
- Raise concerns about the actions of other students
- Ask questions about school policies or practices
- Share positive feedback or offer a compliment

The purpose of these guidelines is to:

- Support classroom programs and enhance student learning
- Provide clear processes for communication between the school and its community
- Ensure concerns are addressed openly, fairly, and respectfully
- Uphold the rights of students, parents, and staff
- Facilitate sensitive and confidential resolution of issues
- Achieve outcomes that are in the best interests of the children involved

Parents and carers can expect:

- To be welcomed into our school to work in partnership to promote student learning.
- Communication from school staff will be timely, polite and informative.
- Professional relationships with school staff are based on transparency, honesty and mutual respect.
- To be treated fairly. Tolerance and understanding are promoted as we respect diversity.

Guidelines for Visitors to Our School

When visiting Fern Bay Public School, please adhere to the following communication guidelines:

- **Classroom Visits:** All visitors, including parents and carers, must schedule appointments in advance to visit classrooms. Approaching teachers after the morning bell, on their way to class, or during lessons is not appropriate due to their duty of care for the supervision, safety, and learning of students. This also applies to discussing private concerns with teachers at school events such as carnivals and excursions, where teachers are fully responsible for student welfare.
- **Respectful Interactions:** Visitors, including parents and carers, are expected to treat all members of the school community with respect and courtesy. This includes students, parents, staff, OOSH personnel, and P&C members.
- **Late Arrivals/Early Departures:** Parents must sign their children in or out for the day at the school office when arriving late or leaving early. There is no need for parents/carers to escort students to the classrooms for a late arrival or pick students up from the classroom if leaving early.
- **Delivering Items:** Lunch boxes, hats, jumpers, or other items should be dropped off at the school office rather than taken directly to classrooms. This minimises interruptions and maximises classroom learning time.
- **Enquiries:** All enquiries should be directed to the school office. Email is the preferred method of contact: fernbay-p.school@det.nsw.edu.au. As our administrative team is small, high volumes of phone calls and in-person enquiries can be challenging to manage.
- **Signing In:** Parents and visitors must sign in at the school office and wear a visitor badge / lanyard when entering or remaining on school grounds during school hours. This excludes attendance at organised school events such as athletics carnivals or excursions.

By following these guidelines, we can ensure a safe, respectful, and productive environment for all members of our school community.

Use of the Inclosed Lands Act

In very rare cases, where people wishing to express their concerns do so in an aggressive, threatening or violent manner, the principal or nominee has the legal authority under the Inclosed Lands Act to:

- Direct the person to immediately leave the grounds.
- Call the police to remove the person should he/she refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without permission of the principal.
- Seek further legal avenues.

This includes phone calls, emails made to or about staff or directed towards staff or the school

Communication Advice Table

My question or concern is..	What should I do?
<p>I would like to ask questions about my child's academic progress.</p>	<p>To arrange a discussion, please contact your child's teacher via the school office to schedule an appointment. The teacher will reach out to organise a convenient time to speak with you, whether by phone, virtually, or in person.</p> <p>Teachers are unable to address these questions during their journey to class, during teaching time, or while supervising students in the playground.</p> <p>If an issue remains unresolved or requires additional support, please contact the school office to request an appointment with the Assistant Principal overseeing your child's year group.</p>
<p>I have a concern or question relating to my own child's wellbeing.</p>	<p>To contact your child's teacher, please email the school office at fernbay-p.school@det.nsw.edu.au, including the teacher's name in the subject line. Your email will be forwarded to the teacher, who will then contact you to arrange an appointment to discuss the matter further.</p> <p>Teachers are unable to discuss confidential or sensitive concerns during teaching hours or when they have duty of care responsibilities, such as during playground duty or assemblies.</p> <p>If the matter remains unresolved or requires additional support, please contact the school office to request an appointment with the Assistant Principal overseeing your child's year group.</p> <p>Teachers have a duty of care to students between 8:30am and 3:00pm, unless they have bus duty, where their student supervision duty of care may extend to 3:30pm. Please keep this in mind when awaiting a response.</p>

<p>I have a wellbeing concern related to a student at the school (not my own child)</p>	<p>Contact the school office via email with the teacher's name in the subject line. The class teacher will check and clarify details of the matter and will make a time to share this information with you as soon as possible and will arrange a face-to-face meeting or phone conversation. <i>Please note that teachers are unable to discuss specific personal and wellbeing details regarding other students with parents / community members.</i> It is not appropriate or productive to directly approach another child or parent about behavioural concerns.</p>
<p>I have a query or concern relating to school policy, systems or processes.</p>	<p>Please email the school office and include details about the nature of your query. If your enquiry relates to school policy or practices, it will be referred to the appropriate executive team member for follow-up.</p>
<p>I have changed my personal details or circumstances for my child have changed.</p>	<p>To update information such as a change of address, phone number, emergency contacts, custody details, or health concerns, please email the school office or make the changes via the School Bytes Parent Portal. Updates should be made within 14 days.</p>
<p>My child is absent from school.</p>	<p>All known absences and planned absences should be communicated to the school office promptly. This can be done via School Bytes or by responding to our text messages sent at approximately 9:30am on the day of absence. An email may be sent to the Office. For extended absences e.g. medical procedure requiring a recovery period, please fill out the extended leave form on School Bytes or contact our Office for support.</p>
<p>My child is on an excursion, and I need to contact them</p>	<p>Contact the school office via email or phone and our Office staff will contact the coordinating teacher. For longer excursions, if a communication plan is required, this will be predetermined and a personalised plan put into place.</p>

The following guidelines have been devised to ensure that all communication with our school is respectful and productive. These guidelines have been developed in line with the DOE School Community Charter. A link to the School Community Charter is found below. [School Community Charter](#)