

Forestville Public School – Communication Procedures

Forestville Public School values our connection to community and the strength it brings to our supportive and successful learning environment. Through our passion and commitment as expert educators, we recognize the role of parents and carers in a child's educational journey. We acknowledge the positive impact involved parents have on the outcomes of our students' learning. We provide inclusive educational opportunities that motivate and engage all learners to be curious, confident and empowered individuals. We encourage parents take an interest in these opportunities alongside their children.

Context

Forestville Public School attracts strong support and respect from families, local businesses and organisations. In line with our desire to be regarded as a school of excellence and opportunity, we aim to communicate clearly and consistently with our community. Communication is used to inform parents and families of our commitment to the successful development of our students, to provide a secure and positive environment for all and address issues in a proactive manner.

These guidelines apply to all members of our school community.

These guidelines aim to:

- ensure that all community members continue to work together in a positive and respectful manner to ensure the growth and learning of all students.
- lay out the guiding principles and way in which Forestville Public School will communicate with each other, our children, parents/carers and all other members of both the wider school and local communities.

Actions

Communication to our Community

School News

Our community can expect to receive communication in a streamlined process through various digital channels. Depending on the content being communicated, information will be sent via newsletters, Audiri App, School Bytes, email, phone call or in person.

Student Reports

Individual student reports are emailed out to parents/carers at the end of Term 2 & Term 4. These reports provide insights on how your child is progressing both academically and socially. Further, they contain constructive feedback, recognition of achievements, suggestions for skills to further develop and encouragement for the future.

School Strategic Improvement Plan

The school's Strategic Improvement Plan documents the steps our school will take to improve learning outcomes, and the achievement and growth of all students. It can be found on the school website.

School Annual Report

The school's Annual Report summarises the achievements and activities for the previous calendar year. It contains information on our progress towards achieving the goals set in our Strategic Improvement Plan, external assessment scores and how finances and human resources have been deployed.

P&C

The P&C holds open meetings in the staffroom and online in weeks 3 and 7 of each term at 7:00pm on Tuesdays. All parents are welcome and encouraged to attend these meetings. Dates, times of meetings and other information are advertised in the P&C section of our fortnightly newsletter, which can also be found on our website.

Class Parent and P&C Representatives

Class Parents and P&C Representatives play a valuable role in supporting the school. Their role includes activities such as organising; contact information lists, parent/carer helpers to assist in class and class get togethers. Their role may include passing on information from the class teacher to parents/carers. Please note it does not include passing on information about whole school events. An overview of these role statements is included as part of this document's appendices.

Communication with our Community

Meet the Teacher Evenings

At the beginning of each year, parents/carers have the opportunity to attend the 'Meet the Teacher' evening. These evenings provide an opportunity for parents/carers to meet and introduce themselves to their child's classroom teacher/s and gives parents/carers an insight into the learning expectations of starting a new grade.

Parent Teacher Interviews and Meetings

During Term 1, parents/carers have the opportunity to attend a formal parent-teacher interview. This is an opportunity for teachers to meet with parents/carers to discuss their child's progress both academically and socially and raise any concerns or areas for focus. Parents are also welcome to meet with their child's teacher at any stage throughout the schooling year. To arrange a meeting with your child's teacher, please contact the school office.

Notification of Serious Single or Ongoing Issues

Please be assured that all teachers will make contact with parents/carers regarding any serious single or ongoing issues concerning their child, as soon as reasonably possible. Please note, teachers are sometimes only made aware of an incident at the end of the day and may need to gather some more evidence before contacting parents.

Communication from our Community

School Phone: (02) 9452 5444

School email: forestvill-p.school@det.nsw.edu.au

There are a variety of reasons why you may need to contact the school. Please find below information on the channels you should go through.

Communicating with Teachers

If you would like to speak directly to your child's teacher, please contact the school office and they will pass a message on to the teacher. You can expect to get a response within 2 business days.

Contacting the School

The administration staff are available to answer your phone call or speak with you in the office between 8:15am-3:30pm. The following information should be sent directly to the office:

- Changes in family circumstance

Please inform the office by email of changes in your family circumstances (custody arrangements, living address, contact details, etc.).

- Medical Information

If your child has a medical condition, contact the office by email. Administration staff will contact you to discuss what action needs to be taken. If your child's medical information has changed, please inform the office immediately. All updated medical health plans should be sent to the office as soon as they are available. ASCIA action plans (e.g. anaphylaxis) must be provided in colour.

- Sick Leave

If your child is unwell, please fill in the appropriate form on **Audiri**.

- Planned Absences

Please email the school if your child is being picked up early or their pick-up arrangements have changed. If you need to collect your child urgently (within 2 hours) please phone the school to ensure we have acted on your request. When planning to take your child/children out of school for more than 5 days, you are required to get the leave approved by the principal. Contact the office for a leave request form.

- Changes to Scheduled Appointments

If you are unable to keep a scheduled appointment with a member of staff, please inform the office.

- Good News

We know that many of our students experience successes outside of the school gates. We love to hear about these activities and, if given permission to, are very happy to share the news with the wider community via our newsletter. Email the information to the school email address.

- Urgent

If urgent information needs to be passed on to your child, like their going home arrangements changing during the day, please call the office.

Opportunities to Provide Feedback

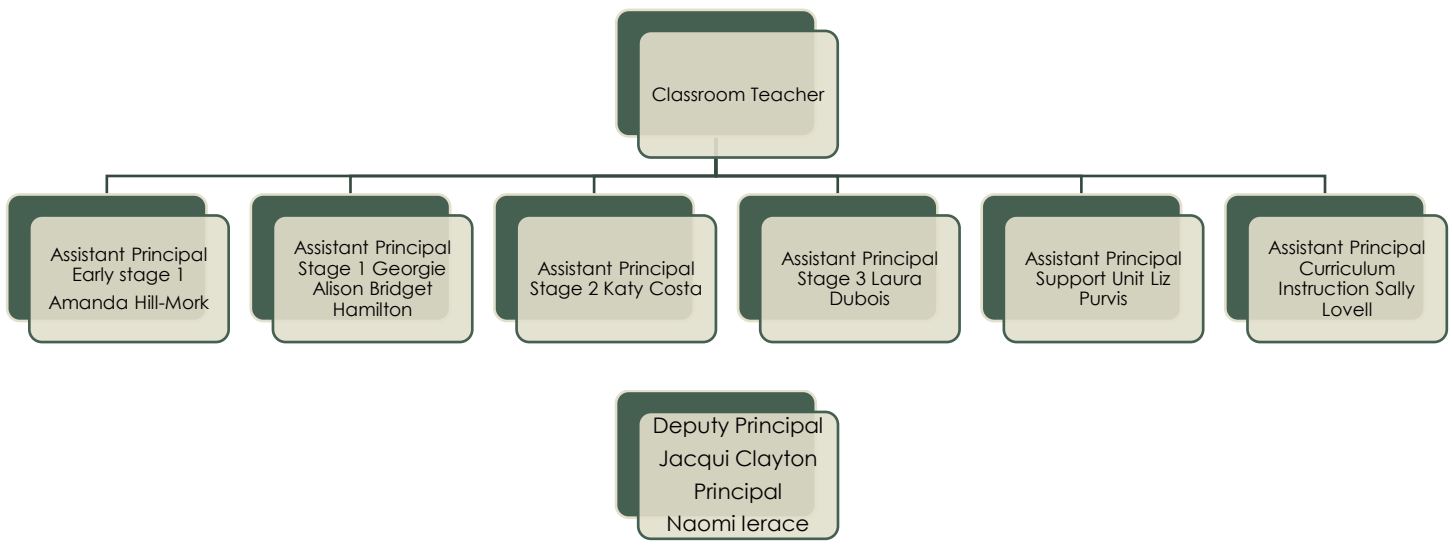
We value the feedback that we receive from our parent/carer community. There are a number of surveys during the year which we ask parents/carers to engage in. Parents/carers are able to provide feedback to the school at any time during the school year, either by phone call or email to the school office.

Serious Concerns

If you have any serious concerns regarding your child's academic or social development, we always encourage parents to contact the class teacher first. This is because your child's teacher knows your child best. However, there are a small number of circumstances where you may need to take your concerns further. Please refer to the Communication Flowchart for further information.

If you feel that your concern/query has not been addressed or it is of a more serious nature, please contact the relevant Assistant Principal.

Communication Flowchart



Making a Complaint

Your child's teacher is generally the best person to handle routine concerns about matters within their classroom and/ or area of responsibility. Before you approach your child's teacher, be clear about the issues you want to discuss and think about how the matter could be resolved.

If you have raised your concerns with your child's teacher and are dissatisfied, you can escalate your complaint to an executive staff member or the principal. If you are still dissatisfied with the school's response to your complaint, you can make a complaint to the Department of Education, you can find the link here.

[*Making a Complaint About NSW Public Schools - Guide for Parents and Carers*](#)

Respectful Relationships

In all workplaces people have the right to feel respected. When communicating with the school, we respectfully ask parents/carers to consider the following:

- teachers are often busy before school getting ready for the day, please try to avoid having an informal meeting at this time. Similarly, at 3:00pm teachers are busy supervising students leaving the school. A friendly chat at this time is always welcome, but please contact the office to make an appropriate time to speak to a teacher if a more formal meeting is required.
- you can expect to have someone contact you regarding your inquiry within 2 business days. Please note that staff will not make contact either by phone or email, outside of work hours, during the holidays or on weekends. Staff are not expected to provide parents/carers with their personal phone number or email address.
- avoid speaking to your child's teacher negatively with your child present.
- use age-appropriate language around children during drop-off and pick-up times.
- recognise that we may not always agree, but we promise to listen.
- teachers have their own families and lives, please respect their privacy.
- schools are busy places of work. Before contacting the school to ask for a message to be passed to your child, please consider whether it is essential. E.g. Please do not ask for us to remind your child to put their jumper on.
- we're all on the same team, your child's support team!

The School Community Charter

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. You can access the charter [here](#).

[School and Community Charter](#)

Outcomes

- Clarity for communication systems is provided.
- A safe and respectful workplace is maintained.

Communication Overview

Academic progress or wellbeing of own child	<ul style="list-style-type: none"> • Contact your child's teacher by note or contact the office. An appointment will be organised • Specialist referrals or diagnosis will be managed with the teacher alongside the assistant principal and Learning Support Team
Other concerns or general inquiries eg, applying for extended leave	<ul style="list-style-type: none"> • Contact the office either in person or via phone or email.
Learning Support team/School Counsellor	<ul style="list-style-type: none"> • Counsellor appointments go through the Learning Support Team. Contact the office and requests will be forwarded to the learning support teachers.
Enrolments, change of family information, custody	<ul style="list-style-type: none"> • Contact the office by email with detail of change.
Financial Difficulties	<ul style="list-style-type: none"> • Email the office marked attention to the principal or SAM - Confidential.
Health Conditions	<ul style="list-style-type: none"> • Contact the office either in person or via email and forms will be issued.
School Policies and Procedures	<ul style="list-style-type: none"> • See the school website or contact the office.
Extra-curricular information eg dance, music	<ul style="list-style-type: none"> • Contact the office for details. • Monitor the school newsletter for updates. • Direct communication comes from organising teachers
P&C events including second hand uniforms and fundraising	<ul style="list-style-type: none"> • The office can usually help with these matters, but best contact is the P&C. • forestvillepandc@gmail.com • fps2ndhanduniform@gmail.com
Canteen	<ul style="list-style-type: none"> • Orders are submitted online through www.munchmonitors.com • School ID: Forestville • Password: munch2087
New Uniforms	<ul style="list-style-type: none"> • Contact Pickles Schoolwear directly. The easiest way to do this is via the link on the school's website. • https://www.picklesschoolwear.com/shop?school=forestville-public-school
Before and After School Care	<ul style="list-style-type: none"> • Contact the provider directly • Phone: 0455 505 097 • Email: OSHC.Forestville@ymcansw.org.au • Website: ymcansw.org.au/centres/forestville-oshc

School Communication Tools and Apps

Newsletter – The Forestville Flyer



The school Newsletter is the 'source of truth'. It is an effective medium of informing students and parents/carers about various school activities and events occurring at our school on a fortnightly basis. School newsletters help both students and parents/carers organise their time to keep up with anything school-related. Awards, performances, schedule changes, updates, events, policies, news, articles, community happenings are examples of information that can be found in the newsletter.

The purpose of our newsletter is to:

1. Inform - Our school newsletter aims to provide essential information to both students and parents/carers.
2. Remind - To remind parents/carers about upcoming classroom activities or events.
3. Connect - To foster a strong connection between the classroom and the home.

Audiri – For notifications and school forms

How to Install the Audiri App



The free Audiri school app offers parents a convenient way to stay up to date with the school calendar, attendance forms, newsletters, all school communications, and even make cashless payments.

With Audiri, you can get started in just a few minutes by following these simple steps.

How to download and install the Audiri App.

- Open the Apple App Store or the Google Play Store and search for 'Audiri. Follow standard processes to install the app.
- Create an account and follow the prompts.
- Click 'Sign up'.
- Enter your email address,
- Create a password and click on 'Sign up'. A confirmation email will be sent to confirm your account. Open this and confirm your account.
- Open the app and click 'Add/Remove'.
- Type your school's name and press enter.
- Tap the + icon to add. Now you can see your school, under My Schools & Services.

School Bytes



School Bytes

All fees and school charges are sent out using School Bytes. To pay the statement of student account, click the blue “Make a payment” link. This will lead you to your student statement of account for payment.

All consent forms requiring a response or permission will be emailed out to parents/carers. To access the form, you need to open the email and click the blue 'view online form' icon. This will take you to the form.

- From here, you will be able to access all the relevant details about the specific event e.g. date, time, venue, dress code, food, special instructions etc.
- Please fill in the required information for the consent form.
- The green text box at the bottom shows that the form has been submitted.

Emails

Forestville Public School recognises that electronic email is a valuable communication tool that is widely used across our society. Emails received from parents/carers will be forwarded to the necessary teachers and a message will be emailed back notifying the sender their message has been received. You can expect to hear back within 2 business days, depending on the nature of your inquiry.

Website

Our schools website is a valuable communication channel where a range of school wide information is able to be accessed. All notes can be found on our website. The table below will assist in navigating our website.

<u>Name of Tab</u>	<u>Information Located in Tab</u>
Make a payment	To make a payment of your school fees
Enrolment	Access our online enrolments for both in area and out of area students
News	Latest news released from the department
Newsletter	Access to the fortnightly newsletter
Events	Information on upcoming events at the school
About Our School	Under this tab you will find school planning & reporting, location and transport information, enrolments, financial contributions and assistance, our staff, rules and policies, what we offer, canteen and school payments
Supporting Our Students	Information regarding student health & safety, Before and After School Care, Learning and Support
Learning at our School	Curriculum Information
Permission Notes and Information	All notes not requiring consent will be found here. Notes requiring consent will be email via 'School Bytes'. Grade stationary lists.
A-Z Information	Comprehensive alphabetized list of school information.
Parents and Citizens Association	P&C information, class parent information.
Contact Us	School contact details including location map.



Sentral

A platform to:

- Receive student reports.
- Book parent teacher interviews.



Forestville Public School
7 Melwood Avenue Forestville NSW 2087
Forestville, NSW 2087

Ph: 02 9452 5444
Email: forestvill-p.school@det.nsw.edu.au

Mr & Mrs

ATTENTION:

Dear

Our school has undertaken a new initiative, the Parent Portal. We are using the parent portal so that you can book a parent-teacher interviews and view school reports.

Please log on to the Internet and register for access to our Parent Portal here:
<https://fps.sentral.com.au/auth/portal?action=register>

You must use a valid email address to create your username.

Once successfully registered you will be prompted to enter your username (email address) and the password you created.

To see information from the school and to link to your enrolled children, enter the access key provided.

The access key for your parent portal is:

Please note that the access key is case sensitive so copy it into the box provided on screen, exactly as it appears in this letter.

The URL for continued access to the portal is: <https://fps.sentral.com.au/auth/portal>

I am confident that you will see the benefits of your registration immediately and be part of our journey in providing this facility to you.

As we progress this initiative, I am confident that the Parent Portal will become more and more significant in your day to day management of your child's enrolment at our school.

Should you experience difficulties please do not hesitate to contact me for assistance. I also look forward to hearing from you about your experience with our Parent Portal, and any feedback will be gratefully received with a view to adding further functionality and improvement.

Kind Regards

Naomi Ierace

Class Parent & P&C Rep – Role Descriptions

<u>Class Parent</u>	<u>P&C Class Rep</u>
<ul style="list-style-type: none"> • Liaise with parents and teachers • Provide a welcoming inclusive environment • Facilitate social events for the class 	<ul style="list-style-type: none"> • Attend P&C meetings twice per term • Share P&C comms • Encourage class to support P&C events and school functions

Please keep all communication towards positive interactions.

Please welcome any new families arriving during the year to ensure they feel included and supported.

These roles do not manage any issues children in the class may be having at the school, or grievances parents may have with the staff at any level or the school as a whole. Please refer parents with these concerns directly to the teacher, Assistant Principal, Deputy Principal or Principal.

If someone in your class has further concerns or disagrees with a P&C message or decision, refer all concerns to the P&C Executive via email: forestvillepandc@gmail.com.

We thank our Class Parents & P&C Reps for their enthusiasm and time.

Class Parent Role Statement:

- Obtain the parent contact details from the teacher after the Meet the Teacher Sessions. Maintain changes to the list throughout the year.
- Make sure your class teacher has your email and mobile number for easy contact. Liaise with the class teacher, seeking answers to questions from parents and communicating information to parents from the teacher.
- Create a WhatsApp group for your class for communication, try and ensure all parents are on this channel. If sending emails on behalf of your class teacher and/or the P&C (when the P&C Rep is absent), ensure you delete the sender's original message and email address.
- Facilitate social events for the class. The appetite for social events will vary from class to class, please be inclusive of all parents and children. Some suggestions include: parent dinner at a local restaurant or RSL, family picnic at a local playground park.
- Organise a gift for the teacher from the class at the end of the year.

Class P&C Representative Role Statement

- Share P&C communications via WhatsApp.
- Encourage the parents of the class to support the organisation of, and participation in, P&C events and school functions that help build our school community. Support may look like bringing in requested products; joining organising committees; volunteering to help on the day, attending the event etc.
- Seek feedback and recommendations from the class to pass on to P&C.
- Attend P&C meetings which take place twice per term - share points of interest and minutes from meetings.

If there are any further questions about the role itself, please contact the P&C Executive on: forestvillepandc@gmail.com or you can message the Class Parent Co-ordinator

