

Rous Public School

My works will survive me

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Rous Public School Communication Protocols

Rous Public School is committed in maintaining successful communication through the provision of open and transparent information about all its programs, policies and procedures. These protocols outline the communication responsibilities for teachers, students and parents to share information pertaining to the education of students and to the community life of the school as a whole.

Why we have Communication Protocols at Rous Public School

The objective of communication lines between parents and the school is always to arrive at an outcome, which enhances the learning opportunities of your children - our students. At Rous public school we expect and understand that everyone will, in any form of communication, adhere to a respectful and dignified manner at all times. In adhering to these principles we aim to strengthen the positive partnership between parents and the school we already enjoy, thereby enhancing the wellbeing of students and providing quality, educational outcomes.

Rous Public School Communication Channels

Newsletter/School Website/Permission Notes/email Communication/Phone

Our Responsibilities in Communicating with Parents

- Teachers will respond to parental enquiries by phone or email, usually within two school days.
- Teachers will contact parents if they have concerns for a student's welfare and/or learning outcomes.
- Rous Public School Office staff will have information of school activities, as teachers will forward all notices to them
- Should a concern arise, teachers will seek advice from the Principal and contact parents as appropriate.
- If needed, a teacher will ask parents to attend a meeting with the student and Principal to seek clarification or resolution or to establish a plan of support for the student. It will be necessary to make an appointment time.
- If the matter is in need of further discussion, or resolution, the Principal will provide support.

Parents and Guardians' Responsibilities in Communicating with the School

- Parents may view to our newsletter via our school website <https://rous-p.schools.nsw.gov.au/>
- Support their child/children to establish routines around daily procedures for their communication between home and school.
- Sign in at the office when onsite for a scheduled appointment thus supporting the school meeting their health and safety responsibilities for all personnel.
- Inform the school of the reason for their child's absence via email, phone or written note to the class teacher.
- Should a concern or query arise, parents can communicate with the classroom teacher or other teacher initially by phone or email.
- Parents are requested to seek a mutually convenient meeting time with the staff member involved outside of core teaching and supervision times.
- If the matter remains unresolved, parents should advise the teacher that they would like a further meeting on the matter with the Principal.
- If any SLSO's (School Learning Support Officer) are involved in teaching and learning programs, parents are to discuss matters with the class teacher. Parents should not address concerns regarding their children to SLSO's, contact needs to be made with the supervising teacher.
- If the matter is in need of further resolution the assistance of the Principal will be sought.
- Parents are urged to regularly seek information from the established channels of communication:
- The Rous Public School Website/The School Newsletter/Parent-Teacher interview/Parent Information Night.
- Please follow the communication protocol ie make an appointment if you wish to speak to a teacher or the Principal by either phoning or emailing the school office. Please do not put staff in the difficult situation of having to say 'no' to an 'on the run meeting'.
- Entering school grounds during teaching and learning time (9:10am-3:10pm) - the Principal, as the site manager has responsibility for managing the safety of students and staff and to minimize disruption to teaching and learning. Parents should present to the front office and wait for further advice before proceeding to the classroom or any other area of the school. This excludes assemblies and special events. Parents and visitors must always follow the direction of the principal. Thank you for your support in advance.

Students' Responsibilities in Communication

- Speak with teachers if experiencing any problems at home or school.
- Hand in or give notices promptly to either their parent or teacher.
- Speak to a playground duty teacher if experiencing difficulties in the playground or if they witness somebody having problems or notice damage in the playground.

This procedure will be reviewed as part of the school's three-year review cycle or earlier as required.