







Kearsley Public School is committed to a partnership with parents, carers and families. We will meet our commitment to engaging in successful communication through providing open and transparent information about all our programs, events and procedures. These protocols outline the communication responsibilities for teachers, students and parents to share information relating to both the education of students and our school community.

STAFF	<ul style="list-style-type: none"> Teachers will respond to parental enquiries usually within 1-2 business days Teachers will contact parents if they have concerns for a student's wellbeing and/or learning outcomes Should a concern arise, teachers will seek advice from Executive or the Principal and contact parents as appropriate If needed, a teacher will ask parents to attend a meeting (which may include students and/or other staff) to seek clarification or resolution or to establish a plan of support for the student Executive or the Principal can support unresolved matters
PARENTS	<ul style="list-style-type: none"> Generally use the front office and/or class teacher as the first port of call Sign in at the office when onsite for a scheduled appointment Inform the school of the reason for their child's absence via School Bytes Should a concern or query arise, parents can communicate with the classroom teacher or other teacher initially by face to face, or phone 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.
STUDENTS	<ul style="list-style-type: none"> Speak with staff if experiencing any problems at 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.

It is important that if an issue is causing a family concern, they feel they are able to approach the school and have the issue appropriately addressed. It is also important that the school is given the opportunity to hear and respond to issues in an appropriate manner. We ask parents to call or to make an appointment with an appropriate staff member to discuss the matter at hand. Please do not assume that the school necessarily knows about the difficulty/concern your child is telling you about. We can't help to resolve an issue if we don't know about it.

System of Official Communication	Audience	Purpose	Frequency & Distribution	Notes
School Bytes	Families	<input type="checkbox"/> Manage attendance communication <input type="checkbox"/> Permission notes <input type="checkbox"/> Payments <input type="checkbox"/> Academic Reports <input type="checkbox"/> Parent portal – notifications, messages	Ongoing	Download the app.   

System of Official Communication	Audience	Purpose	Frequency & Distribution	Notes
Newsletter	Families	<input type="checkbox"/> Details around upcoming events <input type="checkbox"/> Report on recent events that have been held <input type="checkbox"/> Provide information on Key Learning Areas and school programs <input type="checkbox"/> Provide information on student wellbeing <input type="checkbox"/> P&C communication <input type="checkbox"/> Canteen and Uniform Shop information <input type="checkbox"/> Community advertising	Every fortnight Printed copy to eldest child, on website, Facebook, DoJo, emailing list	
Class Dojo	Families	<input type="checkbox"/> For a simple query <input type="checkbox"/> General two-way communication <input type="checkbox"/> Minor concerns <input type="checkbox"/> To arrange a meeting or call <input type="checkbox"/> Sharing student learning <input type="checkbox"/> Celebrate and share positive student and school achievements <input type="checkbox"/> Details around upcoming events	Class groups are created annually.	Please do not use this platform for important or urgent communication or absences. <i>Staff will respond within 1-2 business days.</i>
Facebook	Families and the wider community	<input type="checkbox"/> Celebrate and share positive student and school achievements <input type="checkbox"/> Further enhance the public reputation of Kearsley PS <input type="checkbox"/> Sharing of Department of Education communications <input type="checkbox"/> Additional mode to provide alerts when required.		Find us here: 
SMS	Families	<input type="checkbox"/> To notify of a daily absence (sent through School Bytes) <input type="checkbox"/> As an additional way to contact families as needed		
Email	Families	<input type="checkbox"/> sharing of documents with/from families <input type="checkbox"/> sharing of academic reports via School Bytes link		School address: kearsley-p.school@det.nsw.edu.au
School Website	Families and the wider community	<input type="checkbox"/> School information that remains relatively unchanged <input type="checkbox"/> Information for prospective families <input type="checkbox"/> Information from the NSW Department of Education <input type="checkbox"/> School procedures and protocols that address departmental policies <input type="checkbox"/> Links to other related websites <input type="checkbox"/> School Newsletters <input type="checkbox"/> Annual Report <input type="checkbox"/> Gallery of events		Find it here: https://kearsley-p.schools.nsw.gov.au/
School Sign		<input type="checkbox"/> Celebrate and share positive student and school achievements <input type="checkbox"/> Further enhance the public reputation of Kearsley PS <input type="checkbox"/> Sharing a message from the Department of Education, support or learning eg: Gratitude		

System of Official Communication	Audience	Purpose	Frequency & Distribution	Notes
Parent teacher meetings	Families, staff and students	□ Share information around learning and/or wellbeing (includes PLP's, Health Care, Learning & wellbeing plans)		
Class Newsletter	Families	□ Share information around staff, classroom procedures and learning.	Once a term Class Dojo	

Have a specific communication need?

Attendance	<ul style="list-style-type: none"> • Notify or explain all absences through School Bytes
Learning	<ul style="list-style-type: none"> • Contact your child's teacher or the school office. The teacher will get in touch with you to arrange a suitable time to speak on the phone, or meet in person.
Wellbeing	<ul style="list-style-type: none"> • Contact your child's teacher or the school office. The teacher will get in touch with you to arrange a suitable time to speak on the phone, or meet in person.
Playground	<ul style="list-style-type: none"> • Contact the office, stating the nature of your concern and the appropriate staff member will follow up with you.
School procedure	<ul style="list-style-type: none"> • Contact the office, stating the nature of your concern and the appropriate staff member will follow up with you.
Change of details	<ul style="list-style-type: none"> • For after school arrangements, ideally notify the office before 2:30 • Change of address etc forms can be completed in the Parent Portal in School Bytes.

Complaints Handling Procedure

Our preference is to address and resolve complaints at the school level where possible. Complaints can be made in writing directly to the school, or via the complaints and compliments form, available on the Department of Education's Complaints, Compliments and Suggestions webpage:

<https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions>

The school looks forward to working with the wider school community and building strong respectful, positive relationships through communication and collaboration.