



School Communication Guide

Our School Communication Guide aims to provide clear procedures to support our school community. We wish to work together to ensure that the rights of students, teachers and parents are respected and upheld.

Parents and carers or members of the community may need to approach the school to enquire about school-related issues, policies, practices or the progress or welfare of their own child. We understand that on such occasions, school concerns or issues may cause frustration and anxiety. At such times, it is important to organise a time to talk with school staff in a calm, unhurried and confidential atmosphere. We aim to ensure that issues are dealt with in a fair and open manner.

If parents and carers encounter any concerns or queries about everyday class operations, the first point of contact is always your child's class teacher. If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with the appropriate member of the school's executive team.

- Kinder, Y1 & Y2 - Emma Smith
- Years 3-6 - Kylie Organ
- Learning & Support - Karen Newton
- Preschool - Larissa Polak / Briony Whaite

At no time should a parent/carer approach another child, other than their own, to address a school issue. If a parent/carer contacts you directly regarding a school matter involving your child, please redirect them to appropriate school staff. This is a respectful way to support the wellbeing of all in our school community and to maintain positive school relationships.

Concern	Appropriate Action
My child's academic progress and wellbeing	Directly contact your child's teacher either by Class Dojo message, note, phone, email at lismoresth-p.school@det.nsw.edu.au to arrange a suitable time to discuss your child's needs.
Actions of other students	Contact the class teacher for a classroom/playground issue. Contact the Assistant Principal for major playground issues or additional behavioural support.
Actions of other students on social media	If social media issues are being brought to school contact your child's class teacher or the Assistant Principal. Any social media issues out of school should be addressed by taking a screen shot of inappropriate material, blocking the sender and reporting to the relevant social media platforms. A report can also be made to the eSafety Commissioner https://www.esafety.gov.au/complaints-and-reporting Parents/carers should note that many social media platforms do not allow any child under the age of 13 to have a personal account. If inappropriate messages are being sent to your child's account and they are under age, we strongly advise you to delete the account.
School procedures or practices	Contact the office. Briefly state nature of concern and make an appointment to see the Assistant Principal / Principal.
Update information	To convey information about change of address, telephone number, emergency contact, custody details, health issues etc, please contact the office.



Class Dojo

Parents and carers are invited to stay connected with their child's teacher on Class Dojo. We are committed to using Class Dojo to share the wonderful learning happening in every classroom and to celebrate every child's progress and achievements. Please remember this is also a place to leave a [brief message](#) for the class teacher. If you have a specific issue you'd like to raise with your child's class teacher, please reach out with a ClassDojo message to book a meeting or phone conversation.

Good communication involves meeting the teacher, being positive and courteous and keeping the lines of communication open throughout the year. We know that parents and carers help their children succeed in school through being involved in their education. Please note that formal parent/teacher interviews will be held at the end of Term 1.

Skoolbag

The Skoolbag app is used to keep parents informed of school events and to send regular reminders and announcements about upcoming events. The newsletter is distributed weekly using the Skoolbag app. The newsletter is also available on our school website: lismoresth-p.schools.nsw.edu.au. Parents can complete and return an absence note direct to the school using the Skoolbag app (see e-forms).

Feedback

Our school is committed to the pursuit of excellence and the provision of high quality educational opportunities for each and every child. If you would like to provide positive or constructive feedback about our school, we'd love to hear from you.

You can do this by:

- sending an email to – lismoresth-p.school@det.nsw.edu.au
- arranging a time to meet with the principal
- sharing feedback with your child's classroom teacher.

Larissa Polak
Principal
23.2.2021