Chatswood Public School is committed to a partnership with parents in the education of their children. Chatswood Public School will meet its commitment to engaging in successful communication through providing open and transparent information about all our programs 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.

**Principles of Communication at Chatswood Public School**

The objective of communication between parents and the school is always to arrive at an outcome which enhances the learning opportunities of our students. At Chatswood 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, to enhance the wellbeing of students and to provide quality educational outcomes.

**Chatswood Public School Communication Channels**

Newsletter/School App/School Website/Permission Notes/email Communication/Parents e-directory

**Teachers’ Responsibilities in Communicating with Parents**

- Teachers will respond to parental enquiries by phone or email. This should be prompt – usually within forty-eight hours (school days).
- Teachers will contact parents if they have concerns for a student’s welfare.
- Teachers will distribute notices and information to parents or upload information to the School App at least 2 weeks before a notice is required to be signed and returned to school.
- Teachers will ensure notices are sent to the office so office staff know what is happening in the school.
- When a concern arises, teachers will seek advice from the appropriate supervisor and contact parents as appropriate.
- If needed, a teacher will ask parents to attend a meeting with the student and supervisor to seek clarification or resolution or to establish a plan of support for the student.
- If the matter is in need of further discussion or resolution the assistance of a member of the Senior Executive will be sought.

**Parents and Guardians’ Responsibilities in Communicating with the School**

- Register with the School App and subscribe to receive relevant notifications for their child/children.
- Support their child/children to establish routines around daily procedures for their communication between home and school.
- Sign in at the office when they visit.
- Inform the school of the reason for their child’s absence via email or send an explanation note to the class teacher.
- When a concern or query arises parents should communicate with the classroom teacher or other teacher in the first instance by phone or email.
- Because of the difficulties of arranging interviews for teachers in a timetabled teaching day, parents are requested to seek a mutually convenient meeting time with the staff member involved.
- If the matter remains unresolved, parents should advise the teacher that they would like a further meeting on the matter with the appropriate supervisor.
- If any SLSOs (School Learning Support Officer) are involved parents are to discuss matters with the class teacher. Parents should not address concerns regarding their children to SLSOs they should contact the supervising teacher.
- If the matter is in need of further resolution the assistance of a member of the Senior Executive will be sought.
- Parents are urged to regularly seek information from the established channels of communication:
  - The Chatswood Public School Website/ The School Newsletter/School App/ Parent-Teacher-Student three way interview (T2-T3).

**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 policy will be reviewed as part of the school’s three-year review cycle or earlier as required.