

Rationale:

To develop clear and concise communication pathways for the whole school community. Facilitating better communication in order to pave the way for improved relationships. Balgowlah North Public School is a place of learning. We are committed to providing a safe, inclusive and supportive educational environment. This objective can only be achieved if open communication, respect, fairness and positive relationships are valued and promoted.

Communication at Balgowlah North Public School is central to everything that we do. It occurs inside and outside the classroom between students, staff, executive and administrative staff, parents, families and the wider community. Appropriate communication is a critical life skill that should be taught and modelled within our educational setting.

Members of the Balgowlah North Public School community must ensure:

- All communication contributes to a positive, productive and harmonious school environment for all
- All communication is directed to the successful development of our students and our school community
- That clear, positive and fair expectations, processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner
- Communication is appropriate in manner and content:
 - o Any communication must be made with respect, equity and understanding in a courteous and appropriate manner
 - o Proper consideration is given to the individual needs and characteristics of the recipient
 - o Communication does not and is not used to discriminate, bully, harass or offend in any way

- o Communication otherwise complies with the professional standards and legal obligations
- The mode of communication is appropriate:
 - o That effective, informative and relevant communication occurs between all school community members
 - o That processes are in place for open and honest communication amongst all school community members
 - o That all communication is optimised, efficient, properly targeted and timely
 - o That communication is considered holistically, and consideration is given to multi-modal strategies
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations

This procedure document outlines expectations of staff, students and parents at our school to communicate in a safe and respectful manner. This document aligns with the following NSW Department of Education documents:

- **School Community Charter**
- **Communication Devices and Associated Services Policy**
- **Communication Devices and Associated Services Guidelines**
- **NSW Department of Education Social Media Policy**
- **NSW Department of Education Code of Conduct**

Staff-to-Staff Communication:

Modes of Communication include:

- Whole staff communication meetings (must be minuted)
- Emails (Assistant Principals may be copied into an email when necessary)
- Whiteboard

- Sentral – Weekly Bulletin
- Stage and team meetings (must be minuted)
- Meetings arranged between teachers, executive and administrative staff
- Phone calls
- Mobile phones on staff at all times is encouraged
- Informal interactions

Staff Responsibilities for Communication

The NSW Government's Dignity and Respect in the Workplace Charter outlines that *“Everyone in the workplace, irrespective of their position, deserves to be treated with dignity and respect. No one should suffer bullying while going about their work. This can put at risk the health, safety and wellbeing of all employees.”* All staff at Balgowlah North Public School are made familiar with the Department of Education's Code of Conduct, as well as the Dignity and Respect Charter.

Staff have a responsibility to:

- Ensure that all interactions are professional, fair and in alignment with department guidelines
- Use communication services (including, but not limited to, email) with good judgement, being aware that if an issue addressed in an email becomes the subject of a legal dispute, then those emails would be discoverable: that is, the court and all parties to the dispute would be entitled to see them
- Report situations where you become aware of the inappropriate use of electronic communication and social networking sites

Concerns or Complaints over Staff Communication

In the case that a staff member is concerned about another staff member's conduct when communicating with others and it cannot be resolved, they are to discuss their concern with their stage supervisor. If the staff member is uncomfortable discussing the complaint with their supervisor, they can report their concern to the principal. The supervisor will oversee the resolution of any

issues and may involve more senior executive staff if necessary. The complaint, resolution and any processes in between should be documented by the supervisor.

Koolkuna Staff-to-Staff Communication:

Kulkuna is located on the Balgowlah North Public School premises and aims to provide a high quality outside school hours care in a friendly, supportive, safe and caring environment.

In order to increase the level of communication regarding the welfare of students who attend their out of school hours care, Kulkuna staff is to provide updated attendance lists to the office staff of Balgowlah North Public School.

In the case of any variation to routine such as a playdate, parents are to communicate directly with Kulkuna.

Parent-to-School Communication:

During the year there are times when parents/caregivers need to contact the school in order to make an enquiry or share information related to their child(ren).

We understand that open, clear and effective communication is vital to providing a mutually supportive environment for students to flourish and meet their full potential.

We expect that parents/caregivers contacting the school and staff, in person or by written communication, do so respectfully and courteously.

Contact:

Concern/Question/Information:

Leadership team

Email balgowlahn-p.school@det.nsw.edu.au

- Email with *Attention: Principal/Deputy Principal/Assistant Principal* and mark it *Confidential*
- By phone 9949 4499 for an appointment

- Behaviour or actions of a student other than your own child (playground)

School Office

Email balgowlahn-p.school@det.nsw.edu.au

By phone 9949 4499

Or school App

- Health issues – more serious e.g. ongoing medication
- Administering of medication at school – short term e.g. antibiotics
- Custody/Court Orders
- Absent notes via the school app
- Change of address or emergency contact details
- Enrolment forms
- Application for exemption (leave longer than 10 days needs approval)
- Child leaving the school
- School policy or process
- Excursion/Incursion
- o Permission Note
- o Payments

Classroom Teacher

Email balgowlahn-p.school@det.nsw.edu.au

By phone 9949 4499 for an appointment

- Academic progress of your child

- Welfare of own child
- Health issues - minor
- Parent-Teacher Interviews
- Student Login details

School-to-Parent Communication:

Staff will endeavour to respond to parent emails within 72 hours, considering school-based commitments.

Modes of Communication include:

- School App/Website/Newsletter
- Parent-Teacher Interviews
- Student Reports
- Emails (Assistant Principals and/or the Deputy Principal may be copied into an email to a parent/caregiver)
- Phone Calls (in some instances a phone call to a parent/caregiver will be the preferable mode of contact)
- P&C Meetings
- Notes

Positive Behaviour for Learning (PBL)

Positive Behaviour for Learning (PBL) is an educational framework that Balgowlah North Public School implements to bring together the whole-school community. This program contributes to developing a *positive*, safe and supportive *learning* culture for all students. At Balgowlah North Public School, our PBL expectations are: *be responsible, be respectful and be safe*.

Our school expectations are underpinned by our shared belief that all members of our school community have:

- *the right to learn*

- *the right to be safe*
- *the right to be treated with dignity and respect, and*
- *the responsibility to uphold these rights for others*

Student-to-Staff Communication

Students are to at all times follow the PBL expectations. These can be found in all classrooms and on signs around the school. Student interaction with all member of staff and visitors from the school community, must always be respectful. The use of manners is important.

***** In the event of an emergency, always interrupt a teacher by saying 'Excuse me' followed by 'This is an emergency'. *****

Modes of Communication include:

- Classroom interactions
- Playground interactions
- Assemblies
- Google classroom

Entering classrooms:

- Knock and enter
- Wait for the teacher to ask you to speak
- Say 'thank you' before leaving the classroom

On the playground:

- Approach the teacher on duty, say "Excuse Me" if the teacher is already addressing another student and wait patiently to be attended to

In the classroom:

- Follow PBL classroom rules

- Always speak politely to others
- Use lovely manners

At the Office:

- Approach the office desk, say "Excuse Me" if the office staff is busy and wait patiently to be attended to
- Always say 'thank you' and 'please' when appropriate

At the canteen:

- Line-up in two lines and stay behind the line until it is your turn to move to the counter
- Ask politely for your order saying, 'please'
- Say 'thank you' when you receive your order and move off respectfully