

Contacting the School

A guide for parents

Concern/Question/Information	Appropriate Contact
Academic progress of child	Arrange an interview with your class teacher. Any referrals to the school learning and support team must go through the class teacher.
Welfare of own child	Arrange an interview with your class teacher.
Health issues - minor	Notify your class teacher in writing or on Seesaw.
Health issues - more serious	Arrange an interview with principal. Develop a health care plan with your class teacher and the wellbeing AP.
Administering of medication at school	Complete and sign the medication form provided at the office. Medication is to be brought to the office in its original packaging. Advice from a medical doctor may also be required.
Custody/Court Orders	Arrange an interview with the principal; provide copies of the court orders.
Change of address or emergency contact details	Contact office staff and provide proof if required. Notify your class teacher.
Explanation of absence	Explanation in writing/email or phone call to the front office. Please DO NOT use Seesaw for this.
Application for exemption (leave longer than 20 days)	Collect a leave form from the office and return it to for principal approval.
Child leaving the school	Notify the class teacher and the school office
Behaviour or actions of a student other than your own child (in class)	Contact your child's class teacher.
Behaviour or actions of a student other than your own child (in the playground)	Contact the assistant principal relevant to your child's stage. They will investigate the matter and get back to you within two days. Kindergarten: Miss Hamilton Stage One- Years 1 & 2: Miss Robertson Stage Two -Years 3 &4: Mr Atkins Stage Three - Years 5 & 6: Mrs Ross
School policy or process	Contact the office to arrange an interview with the principal, providing to office staff with an outline of your question or concern.
Please note that you can arrange an appointment by emailing the school at mascot-p.school@det.nsw.edu.au OR by calling the school office 9667 4301 .	
SEESAW – All parents will be able to contact their child's class teacher through the Seesaw app. <i>Please note:</i> Seesaw messages will be responded to within 48 hours.	

Mascot Public School Communication Guidelines

RATIONALE

Open and effective communication is vital to the health and wellbeing of the school community. Effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where information is clear and accurate. The implementation of these guidelines enhances the quality of the school community.

AIMS

Successful communication strategies are an integral part of building positive relationships at Mascot Public School, both within our internal community and with the public.

These guidelines have been developed in order to streamline effective communication channels and to support a consistent approach to communication at Mascot Public School.

In all environments, communication from Mascot Public School should be:

Professional	Inclusive	Timely
Relevant	Accurate	Accessible
Clear/Concise	Honest	Open
Reciprocal	Checked with the source	

The implementation of these guidelines enhances the quality of school community through:

- Providing a framework for effective communication.
- Promoting understanding and collaboration between the school, parents/carers and students.
- Promoting a shared language for learning across the community.
- Promoting active participation of the whole school community in effective communication.

- Contributing to the best learning outcomes for students
- Ensuring principles of effective communication are displayed by staff in their work in the School.
- Collective understanding that parents/carers, students and staff have a common goal.

The school's core values should be considered at all times:-

RESPECTFUL RESPONSIBLE LEARNING

Communication procedures will vary in different situations and between stakeholders, however we aim to communicate clear, transparent messages which lead to shared understandings of expectations.

STAKEHOLDERS INCLUDE:

Students	P&C Association
Parents and guardians	Prospective Parents
Staff Members	Wider community
Before and After School Care	
Department of Education	Friends of our School

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