



Casino
West
PUBLIC SCHOOL

WE ARE WALKING IN OUR ELDERS FOOTSTEPS ON
BUNDJALUNG COUNTRY, NURTURING AND EDUCATING
OUR JARJUMS TO ACHIEVE THEIR FUTURE DREAMING.



strongersmarter

Communicating With Our School

A parent and carer's guide
for seeking information and expressing concerns



It is important to work on problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.

These procedures aim to:

- Provide a guide in order that concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, staff and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

APPROACHING THE SCHOOL

From time to time parents and carers may need to approach the school in order to:

- Discuss the progress or welfare of their own child.
- Express concern about actions of other students.
- Enquire about school procedures or practices.

An appointment can be made at any time of the year and these appointments can be made in a number of ways:

1. A parent/carer may send the class teacher a message on ClassDojo requesting a meeting.
2. A parent/carer may ring the office and leave a message for the class teacher or stage Assistant Principal that an interview is requested.
3. A parent/carer may email casinowest-p.school@det.nsw.edu.au requesting an interview with the appropriate staff member.

In any of the above interview requests, parents/carers need to state the issue they would like to discuss at the interview/meeting. The teacher or other staff members can then know how much time may be needed, research the information required and prepare for the interview/meeting. The staff member will then organise a mutually agreeable time.

On occasions, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere. Trying to talk to teachers when they are teaching, managing children or are engaged in another conversation is inappropriate.

In very rare cases, where people wishing to express concerns do so in an aggressive, threatening or violent manner, the principal (or delegate) has the legal authority under the *Inclosed Lands Act* to:

- Direct the person to immediately leave the grounds.
- Call the police to remove the person should he/she refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without the permission of the principal.

Please use the table on the next page as a guide to approaching the appropriate staff member at Casino West Public School.

Concern	Appropriate Action
The academic progress of my own child.	Directly contact your child’s teacher either by ClassDojo message, note, phone 6662 1916, email at casinowest-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues.
The wellbeing of my own child.	For minor issues directly contact your child’s teacher either by ClassDojo message or note to clarify information. For more serious concerns , contact the office. State nature of concern and arrange a suitable time to talk with the class teacher or appropriate staff member. To convey information about change of address, telephone number, emergency contact, custody details, health issues etc., please contact the office.
Actions of other students.	Contact the class teacher for a classroom issue . Contact the assistant principal for your child’s stage through the school office for playground issues . This may involve the principal for serious issues. <i>At no time should a parent approach another child, other than their own, to address an issue at school.</i>
Actions of other students on social media.	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 at https://www.esafety.gov.au/complaints-and-reporting Parents/carers should also note that Facebook, Instagram and some other 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 underage we strongly advise you delete the account. If social media issues are being brought to school contact your child’s class teacher or the assistant principal for your child’s stage to discuss. <i>At no time should a parent approach another child, other than their own, to address an issue at school.</i>
School procedures or practices	Contact the office. State nature of concern and make an appointment to see the assistant principal, principal and/or appropriate member of staff.

The staff members of Casino West Public School are committed to working with parents/carers to ensure the success of all students.

