



Respect. Excellence. Acceptance. Community. Honesty.
ANPS Community Communication Protocols

In support of our School Wide Positive Behaviour, it is important that all members of our school community work respectfully together in line with our school's Vision and Values and our Community Positive Behavior matrix. At ANPS, we are committed to providing a high quality education and a safe and inclusive learning environment for every child. Communication with parents is very important to us and we always strive to ensure that we communicate well with all members of our school community.

How We Communicate

There are many reasons for the school and families to communicate with each other and depending on the nature of information or issue being discussed, we typically communicate with parents through the following means:

- *School newsletter (where the information is relevant to all parents)*
- *The school website (where the information is relevant to all parents)*
- *The Community Information Board near the main office (where the information is relevant to all parents)*
- *In person (through a face-to-face meeting)*
- *The school email which is then forwarded onto the appropriate person at the start of the next business day*
- *Letters (in writing)*
- *Text messages*
- *Phone calls through the school office – these will be passed onto teachers who will endeavor to return the call as soon as possible*

Resolving Concerns

Sometimes a concern arises about a child that needs to be followed up by either a parent/carer or the school. When this occurs, we always aim to work harmoniously with parents/carers in the best interests of their children and to deal with any issues or concerns in a prompt and professional manner. Most issues can be quickly and easily resolved through effective communication and working in partnership. To ensure that we are able to resolve or alleviate any concerns, it is important that we all respectfully follow the right steps.

Concerns may be communicated and followed up with;

- *The classroom teacher for classroom teaching or behaviour concerns/ issues to do with school*
- *The Welfare teacher for ongoing behaviour concerns/issues or those that are deemed to be serious or welfare issues/concerns.*
- *The Principal or Assistant Principal for ongoing learning or behaviour concerns or welfare issues/ concerns that maybe private or sensitive.*

Parents are encouraged to liaise with the class teacher initially, outside teaching hours at a time mutually agreed. This is important, as teachers are very happy to listen to your concerns, however in the interests of the children in the class, the teacher needs to be able to look after the class during class time. Any quick messages maybe communicated to them well before the bell or after school. For longer conversations, an appointment can be made to meet with the teacher.

The next step would be to arrange a meeting with the Welfare teacher, Assistant Principal or Principal, which can be arranged by calling the school office.

All concerns or issues will be followed up with in a timely manner and dealt with in a way that is most appropriate to the situation (which may include an opportunity to find out more details before a response can be given or agreed upon.)

Acceptable Behaviour and Working in Partnership

Parents/Carers have a right to expect the best for their children and they have a right to express their concerns, though at the same time, teachers, staff and pupils must be allowed to work and learn in a safe and secure environment.

We expect that all members of our school community are treated with respect and courtesy. It is important that parents/carers do not approach a child other than their own about a concern. It is also important that parents do not usually try to address their concerns directly with other parents where those concerns relate to incidents between children that happen in the school. It is vital that the Communication Protocols are followed and adhered to.

We are happy to meet with parents/carers to discuss and try to resolve concerns. However, sometimes parents/carers emotions may affect how they communicate their concerns, which may result in a parent or carer raising their voice, being aggressive, using unnecessarily accusatory language, swearing, or threatening behavior towards staff, pupils or other parents. In these cases, to ensure a safe and secure environment for all, there will be a termination of the meeting/and or removal from the premises. In serious cases the police may be called.

Similarly, confrontational or inappropriate behaviour in public spaces around the school (such as the corridor) where this behaviour could potentially be witnessed by children is also unacceptable and the person will be instructed to leave the premises.

In the event of a repeat of behaviour, or in serious cases during the first incident, the Principal will follow the protocols in line with the ANPS Parent Complaints Policy and the Education Department's guidelines and policies.