



Speers Point Public School

School Communication Plan 2024 - Community

The School Communication Plan outlines the pathways for communications streams at Speers Point Public School. This plan is underpinned by the NSW DoE Code of Conduct for staff, and the School Community Charter.

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School to Parent Communication

Strategy	Purpose	Content	Audience / Flow	Timeline	Person / Responsible
Senral Portal (School bytes) Email & SMS	Whole school / Targeted group communication	<ul style="list-style-type: none"> • Events • Excursions • Notifications • Weekly "What's On" • Principal Updates • Attendance 	Registered / connected parents and carers	<p>As required</p> <p>Events, excursions etc at least 2 weeks notice before due dates.</p>	Admin posting Staff supplied
See-Saw	Whole school / targeted comms for timely or urgent notice / updates	<ul style="list-style-type: none"> • Notifications • Principal Updates • Reminders • Emergency broadcast to community 	Registered / connected parents and carers	<p>As required</p> <p>Events, excursions etc at least 2 weeks notice before due dates.</p>	Admin / executive
Facebook	Whole school / wider community comms	<ul style="list-style-type: none"> • Promotional • Celebratory • Quick updates and reminders 	School and wider community (user subscription)	As required	Executive
Website	General school information	<ul style="list-style-type: none"> • Enrolment • Uniforms • School information 	Publicly available	<p>As required</p> <p>Updated each term</p>	Admin
Phone	Direct communication	All matters	Individual	As required	All staff

Parent to School Communication

Strategy	Purpose	Content	Audience / Flow	Timeline	Person / Responsible
See-Saw Portfolio	Viewing class / student content	Viewing class / student content – appropriate comments only	Class teachers view and approve all comments. Access controlled and monitored	As required	Parent / Community
See-Saw Messages	Direct messaging to class teacher (non-urgent)	<ul style="list-style-type: none"> • Minor questions • Clarification • Requesting phone call or meeting 	Received by class teachers. Admin / Principal does not view messages	As required	Parent / Community
Phone	Direct contact with Admin, Exec or class teachers All urgent / emergency matters	<ul style="list-style-type: none"> • Change of details, new information • Student matters • Attendance 	Student Admin inc medical and attendance via Admin Student matters via class teacher first	As required Hours: 8.30am to 3.30pm school days	Parent / Community
Email	Direct contact via school email address	<ul style="list-style-type: none"> • Change of details, new information • Forwarding / attaching documents 	Viewed by admin and forwarded to relevant parties as required.	As required	Parent / Community
Face to Face / Meetings	Parent / Teacher LST	Matters relating to individual student needs.	Constructive dialogue to best support student needs	As required	Parent / Community

School to Student Communication

Strategy	Purpose	Content	Audience / Flow	Timeline	Person / Responsible
Morning Assembly	Prepare students for the day	<ul style="list-style-type: none"> • Messages for students • PBL focus • Student matters 	Whole school	Each morning 9am	All staff
School Intercom	Student communication during break time or emergencies	<ul style="list-style-type: none"> • Emergency broadcast • Paging / locating students • Club / group reminder 	Whole school	Used during breaktimes only Only used in class times for emergency broadcast	Admin
In Class	Primary point of school to student communication	<ul style="list-style-type: none"> • Events • Changes to Routine • Reminders • All matters for students 	Class to class context	Each day	Teacher

Use of See-Saw Messaging

Parents

See-Saw messaging allows a direct line of communication via the parent and the class teacher. While it is an instant messaging platform, staff are on class during the day, and the expectation is that staff will respond within 48 hours of a parent's message between set business hours of 8am to 5pm weekdays. (some individual teacher's hours may vary)

Correct Usage

- Non-urgent matters
- Minor / simple response questions
- Clarification of assignments, homework, routines or other school communication relating to that class
- Requesting phone contact or meeting

Incorrect Usage

- Matters or issues requiring discussion
Phone or meeting required
- Non-school matters
- Matters of incidents or behaviour
Phone or meeting required
- Venting / reactionary keyboard messaging
- Long, complex messages
- Complaints
Phone, email or meeting required

Staff

Correct Usage

- Acknowledgement of messages received in same day
- Response to messages within 48 hours (in line with weekday "business hours")
- Succinct response / question

Incorrect Usage

- Long, complex messages
- Discussions of issues, behaviour etc
- Negatives



School Community Charter

Collaborative. Respectful. Communication.

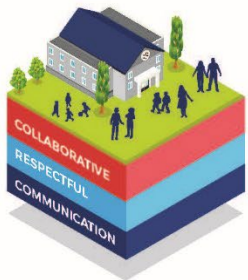
The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

What our schools provide

NSW public schools work to create positive environments for students, staff and the entire school community that support student learning. We strive to ensure that every student is known, valued and cared for.

The best education happens when parents and schools work together.

The School Community Charter aligns with the NSW Department of Education Strategic Plan 2018 – 2022.



Positive environments

It is important that our NSW public schools are positive environments and that parents and carers are kept informed of students' progress and school announcements.

Parents and carers can expect:

- To be welcomed into our schools to work in partnership to promote student learning.
- Communication from school staff will be timely, polite and informative.
- Professional relationships with school staff are based on transparency, honesty and mutual respect.
- To be treated fairly. Tolerance and understanding are promoted as we respect diversity.

Ensuring respectful learning environments for all members of NSW Public Schools communities.

We treat each other with respect

We prioritise the wellbeing of all students and staff

Unsafe behaviour is not acceptable in our schools

We work together with the school

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We create **collaborative** learning environments

We all play **our part**

We work **in partnership** to promote student learning

Communicating with our schools

Our staff will find a time to talk to you when they can give you their full attention. Please remember that while our staff are in class or dealing with other matters, they may not be available to answer your questions immediately.

Our schools and communities will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up-to-date with up-coming events in the school community.

Our guide for parents, carers and students provides useful information about the complaints process: education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students.

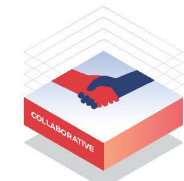
Respectful communication is a right

In all workplaces people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

To ensure the wellbeing of students, staff and the community in our schools, steps will be taken to address unacceptable behaviour. This may include restricting contact with the school community or, in more serious cases, referral to NSW Police.

Unacceptable behaviour may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity.
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.
- Treating members of the school community differently due to aspects such as their religion or disability.
- Inappropriate and time wasting communication.



School Community Charter

education.nsw.gov.au



USING SEE-SAW MESSAGING

See-saw messaging allows a direct line of communication between the parent / carer with the class teacher. Teachers operate business hours with See-Saw messages and will read / respond between 8am to 5pm. Teachers may not be able to respond on the same day.



WHAT IT IS USED FOR

- Non-urgent matters
- Minor / simple questions
- Requesting phone contact or meetings
- Clarifying questions

WHAT IT IS NOT FOR

- Matters requiring discussion
- Non-school matters
- Matters of incidents or behaviour
- Venting / reactionary messages
- Long or complex messages
- Complaints



INSTEAD...



If there are concerns, complex questions or complaints these can be better handled via a phone call or request a meeting with the class teacher or Executive staff.



SPEERS POINT PUBLIC SCHOOL

Ph: 02 4958 1230

Email: speerspt-p.school@det.nsw.edu.au



Everyone deserves to feel safe at school



Please treat our staff and students with **kindness and respect**



Aggressive behaviour will **not be tolerated**



Together, **we can create a safe and harmonious environment** for our students and staff

