



Dear Parents

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 students, parents and schools work together.

## **What can parents expect of the school?**

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 school will make sure that written communication is appropriate, fair and easy to read.

Parents and carers can expect:

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

## **What does the school expect of parents?**

Parents and carers play an important role in the school community. We encourage you to use email and social media appropriately to connect with our school and stay up-to-date with events in our school community.

While it may seem quicker to go to a senior staff member to raise an issue, it is usually most appropriate to start with the person who knows the student or the details of the situation. Only if the issue can't be resolved should it progress through the hierarchy of contact.

We expect parents and carers to:

- Work in partnership to promote student learning
- Treat our staff and each other with respect and fairness
- Communicate in a positive and constructive manner

Unacceptable and offensive behaviour has no place in our school communities. To ensure the safety and 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.

## **Visiting procedures**

All visitors must report to the school office during school hours. Where large school events are planned alternative visitor arrangement will be outlined in relevant event communication.

What is it?	What goes in it?
<b>'The Brighton Brief'</b> <i>Fortnightly Newsletter</i>	Reminders about school procedures, messages from the Principal and information about events and activities. Distributed on every second Friday through School Bytes email.
<b>'The Brighton Buzz'</b> Sent home on the final day of each term.	Photos and information about class, grade, sport, arts or school activities that have taken place in the period leading into the publication of 'The Brighton Buzz'. Classes contribute work throughout the year.
<b>Notes</b>	Notes about school activities and events are sent home as required. Notes are sent home electronically via the school bytes platform as an email.
<a href="#">School Bytes App</a>  <b>Apple <a href="#">LINK</a></b> <b>Google <a href="#">LINK</a></b>	The school bytes app is our 'school app'. It contains calendar and event information, notes home including the newsletter, finance and payment platforms and links to documents such as canteen menu and uniform room details. Student absences should be reported via the portal. <ul style="list-style-type: none"> <li>• <a href="#">PARENT PORTAL LINK</a></li> <li>• <a href="#">PARENT PORTAL SET UP GUIDELINES</a></li> </ul>
<a href="#">School Website</a>	The website contains general information about our school. It is designed to be an 'online information book' which is usually updated as required. Procedural information such as the code of conduct for sport and performing arts, mobile phones, biking riding, communication guidelines and enrolment information can be found on the website. The calendar and event information and previous newsletter editions are also available.
<a href="#">Facebook</a>	Our school Facebook page is primarily used to celebrate and share student and school achievement and showcase many of the exciting things taking place at Brighton-Le-Sands PS. The page is also occasionally used to post announcements or reminders.
<a href="#">Twitter</a>	Our school Twitter feed is used to celebrate and share student achievement and showcase many of the exciting things taking place at Brighton-Le-Sands PS.
<b>School Email</b>	Our general school emails are monitored periodically during school hours, during school term. We aim to acknowledge receipt of emails in 48 hours, for this reason, if the issue is urgent parents need to contact the school by phone.

#### Hierarchy of contact – academic / wellbeing issues

- Class teachers – generally the first contact as they are working with students every day on their learning and wellbeing needs

Need	What Should I do?
<b>The academic progress of my child</b>	Contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.
<b>The welfare of my child</b>	For minor issues directly contact your child's teacher to clarify information. For more serious concerns, contact office. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member.  To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.
<b>Actions of other students</b>	Contact the class teacher for a classroom problem.  Contact the classroom teacher or stage supervisor initially for playground problems. They will arrange a suitable time for you to talk with the appropriate staff member.
<b>School policy or practice</b>	Contact office. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member.
<b>Actions of a staff member</b>	Contact the office and arrange a time to discuss your concerns directly with the School Executive.

#### NSW Department of Education & Training – Brighton-Le-Sands Public School

35 Crawford Road Brighton-Le-Sands 2216 NSW T 9 567 5449

E [brightonle-p.school@det.nsw.edu.au](mailto:brightonle-p.school@det.nsw.edu.au)

# School Community Charter

 **Collaborative. Respectful. Communication.**

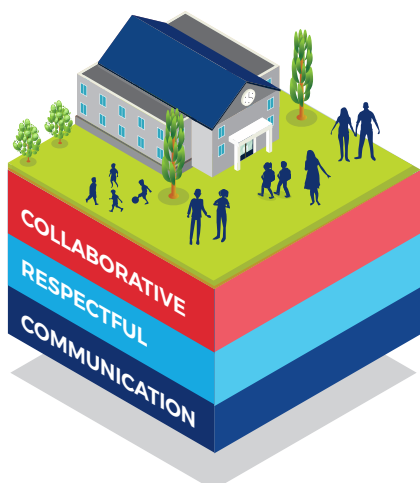
The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

## 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.

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

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



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.

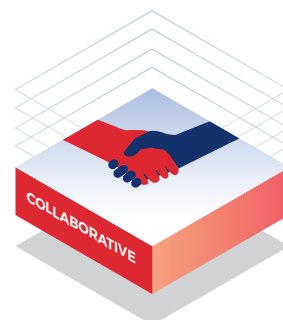
Our guide for parents, carers and students provides useful information about the complaints process:

[education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students](https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students)

## Respectful communication is a right

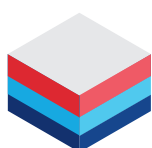
In all workplaces people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

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.



**Collaborative.**  
**Respectful.**  
**Communication.**

**School Community Charter**

education.nsw.gov.au