



## ADAMSTOWN PUBLIC SCHOOL

# Who do I talk to and how do I organise a meeting?

### A parent's guide for providing or seeking information

It is important to access the information you need or work on problems as soon as possible so that a safe and harmonious school environment is maintained. The best results will always flow from working together.

#### These guidelines aim to:

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

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.

*Teachers, parents and community working together for  
success at school*

CONCERN	APPROPRIATE ACTION
The academic progress of my own child	➤ Directly contact the child's teacher either by note, by phone, email at adamstown-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues
The welfare or wellbeing of my own child	<ul style="list-style-type: none"> <li>➤ Directly contact your child's teacher to clarify information.</li> <li>➤ The Assistant Principal and Principal are available to discuss complex or ongoing issues. Contact the office so a mutually suitable appointment time can be made.</li> </ul>
Change of personal details	➤ Please contact the School Office to inform change of address, telephone number, emergency contact, custody details, health issues etc. Email is suitable.
Actions of other students	<ul style="list-style-type: none"> <li>➤ Contact the class teacher for a classroom or playground problem.</li> <li>➤ Contact the Assistant Principal for ongoing playground problems.</li> </ul>
School policy or practice	➤ Contact the School Office. State nature of concern. The appropriate member of staff will contact you to discuss further.
Actions of a staff member	➤ Contact the School Office. Speak to the Principal. An appointment will be made if necessary.

At NO time are parents to make contact or deal with a school related issue with a student or another parent.

In very rare cases, where people wishing to express concerns, do so in an aggressive, threatening or violent manner, the Principal (or nominee) 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

## APPROACHING THE SCHOOL

From time to time parents 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 policy or practice
- ❖ Express concern about actions of staff

An appointment can be made at any time of the year.

These appointments can be made in a number of ways.

1. A parent may ring the office and leave a message for the class teacher that an interview is requested.
2. A parent may write a note to the teacher requesting an interview.
3. A parent may send an email to the school requesting an interview.
4. A parent may use the Request For an Interview sheet provided and return to the office.

The teacher will then organise a mutually agreeable time.

In the request, parents need to state the purpose of the interview and if known the outcome desired. The teacher will then know how much time may be needed, research the information required and prepare for the interview.

Interview request forms are available from the school office.

School Office hours for parent enquiry is:  
8:30am to 3:15pm Monday to Friday.

## REQUEST FOR AN INTERVIEW

Name of Parent \_\_\_\_\_

Class \_\_\_\_\_

### PURPOSE OF THE INTERVIEW

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### OUTCOMES FROM THE INTERVIEW – (If known)

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### PHONE OR EMAIL CONTACT DETAILS

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Signature \_\_\_\_\_ Date \_\_\_\_\_