



Approaching Your School

Who do I talk to and how do I organise it?



A parent'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 guidelines aim to:

- 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 occasion, 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 trying to teach, manage 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 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.

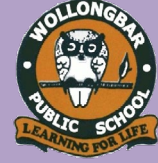
CONCERN	APPROPRIATE ACTION
The academic progress of my own child.	* Directly contact your child's teacher either by note, by phone, email at Wollongbar-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues.
The welfare of my own child.	* For minor issues directly contact your child's teacher 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 problem. * Contact the stage supervisor or principal for playground problems. At no time should a parent approach another child, other than their own, to address an issue at school.
School policy or practice.	* Contact the office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member.	*Contact the Office. Speak to the Assistant Principal or Principal. An appointment will be made if necessary.

Teachers, parents and community working together for success at school



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APPROACHING THE SCHOOL

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

- Discuss the progress or welfare of 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 email Wollongbar-p.school@det.nsw.edu.au requesting an interview.

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

The teacher will then organise a mutually agreeable time.

REQUEST FOR AN INTERVIEW

Interview requested with: _____

Students Name: _____ Class: _____

Name of Parent attending: _____

Purpose of the Interview: _____

Outcomes for the Interview (if known):

Phone Contact Details:

Signature: _____

Date: _____