

## A Parent's Guide for Providing or Seeking Information

We understand that it is important for our families to be able to access information that you need, or work on problems and issues as soon as needed. So that strong and respectful relationships are formed and maintained between students, staff, parents and caregivers please refer to the following information.

*At Lambton Public School we strive to work harmoniously together to achieve the best possible results for our students.*

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

This guide to communicating with school staff at Lambton Public aims to :

- Keep our parent community informed.
- Provide a guide in order that concerns are dealt within an open and fair manner.
- Ensure that the rights of students, teacher and parents are respectful 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.

## Approaching the School

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

- Discuss the progress or welfare of your own child
- Express concern about actions of other students
- Enquire about school policy or practice
- Express concern about actions of staff

*An appointment with the teacher can be made at any time of the year. These appointments can be made in a number of ways.*

- Call the school office on 49571667 between 8:30am to 3:15pm and leave a message
- email the school at [lambton-p.school@det.nsw.edu.au](mailto:lambton-p.school@det.nsw.edu.au) to request an interview
- Write a note to the teacher
- Complete the *Make an Appointment* eform on the Skoolbag app

The teacher will contact you to arrange a mutually suitable time.

In the request for a meeting, we ask that parents please 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.

<b>CONCERN</b>	<b>APPROPRIATE ACTION</b>
<b>The academic progress of my child</b>	Directly contact the child’s teacher either by note, phone, email <a href="mailto:lambton-p.school@det.nsw.edu.au">lambton-p.school@det.nsw.edu.au</a> or submit a Make an Appointment eform via our Skoolbag app
<b>The welfare or wellbeing of my own child</b>	Directly contact your child’s teacher to clarify information. The Assistant Principal and Principal are available to discuss complex or ongoing issues.
<b>Change of personal details</b>	Please use the Change of Details eform via our Skoolbag app or email the school on <a href="mailto:lambton-p.school@det.nsw.edu.au">lambton-p.school@det.nsw.edu.au</a> or fill out a <i>Change of Details</i> form available at the front office.
<b>Actions of other students</b>	Please contact the classroom teacher for a classroom or playground problem. Contact the Assistant Principal for <i>ongoing</i> playground problems
<b>School policy or practice</b>	Contact the School Office. State nature of concern. The appropriate member of staff will contact you to discuss further.
<b>Actions of a staff member</b>	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 another student or 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.

### **Important Contact Information**

- School phone number - 02 4957 1667
- School email address - [lambton-p.school@det.nsw.edu.au](mailto:lambton-p.school@det.nsw.edu.au)
- Request for Interview eform via our Skoolbag app

#### **Principal**

David Holland

#### **Assistant Principals**

Mrs Kristen Saunders	Early Stage 1 - Kindergarten
Mrs Kristen Saunders	Stage 1 -Years 1 &2
Mr Jarvis Semmens	Stage 2 - Years 3 & 4
Miss Shannon O'Connor (M-T)	Stage 3 - Year 5 & 6
Mrs Jamie Gillard (W-F)	