



School Community Charter

As a public school we are promoting the new NSW Government School Community Charter. This document outlines the responsibilities of all stakeholders in contributing to learning environments that are collaborative, supportive, cohesive and respectful.

In supporting the development of this collaborative, supportive and respectful culture, we feel that it is both helpful and respectful to clearly define the boundaries of issues that are increasingly contributing to misunderstandings and damaged relationships.

What is ok in the area of communication?

What is ok	What is not ok
Having a concern and contacting the school to discuss the problem with the class teacher.	Coming to the school office or the classroom and demanding to talk to some straight away.
Making a time to talk through an issue with a staff member when you are calm and in effective control.	Yelling at or abusing any staff member, either over the phone or in person.
Talking calmly and respectfully to staff.	Swearing at any staff member in any situation, at any school event.
Use of social media to contact the school respectfully.	Making public negative or defamatory comments on social media.
Making a mutually convenient time to meet with your child's teacher by contacting the school office.	Expecting to talk to the class teacher in the morning while students are entering the classroom.
Visiting the classroom at an agreed time to view your child's learning environment.	Entering the classroom when the teacher is not present.
Contacting a staff member of the school via the school contact number or email.	Contacting staff members regarding a school issue directly through either their personal mobile number or direct email unless you have been specifically invited to.
Making an appointment with the Principal or Assistant Principal to discuss an issue and reporting to the front office prior to entering office areas.	Coming to the school and bypassing the office to enter one of the office areas.

All staff are governed by a Code of Conduct which is revised annually. We are all human, are imperfect and at times lack the ability to draw on our most effective behaviours, however, what we need to collectively remember is that we are all working together to achieve the very best outcomes for your children. This is done most effectively through clear boundaries, respectful communication and interaction. When issues do occur, having these clear boundaries assist all individuals to reflect, work out what went wrong and plan for more productive interactions in the future. This is what we expect of our children and as their role models, there is no better way for us to lead the way. I would like to thank everyone for their role in making this happen.

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.

**We treat
each other
with
respect**

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
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
a 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://www.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.

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[education.nsw.gov.au](https://www.education.nsw.gov.au)