

# Oakville Public School



## Approaching Your School - A parent and community guide for seeking information and expressing concerns.

From time to time parents or other members of the school community 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.
- Provide positive feedback regarding a school program, policy or staff member.

It is therefore necessary to have procedures in place that will enable communication to occur in a relaxed and confidential setting. This will assist to ensure that a safe and harmonious school environment is maintained. The best results usually occur from working together. 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 teachers when they are teaching, managing children or engaged in other conversations is inappropriate and often does not result in a positive outcome.

### Aims

- 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.
- Ensure that staff are recognised and praised for their efforts.

### Contacting the School

There are several ways to contact the school.

- Write a note/letter and send to school with your child.
- Contact the school administration office on 4572 3142. If contact is made via phone and you are not able to speak with the appropriate staff member directly, a return call will be made.
- Send the school an email via [oakville-p.school@det.nsw.edu.au](mailto:oakville-p.school@det.nsw.edu.au)
- Attend the school administration office or child's classroom in person to arrange a mutually convenient time to meet/speak.

<b>CONCERN</b>	<b>APPROPRIATE ACTION</b>
Collecting your child early or bringing your child to school late	<ul style="list-style-type: none"><li>• Please always attend the front office to collect a late arrival slip or early departure slip.</li></ul>
The academic progress of own child and/or homework	<ul style="list-style-type: none"><li>• Please contact your child's teacher to arrange a mutually convenient time to meet/speak.</li></ul>

The welfare of own child	<ul style="list-style-type: none"> <li>• For minor issues contact your child's teacher to clarify information.</li> <li>• For more serious concerns, contact administration office. Please state the nature of concern and arrange a suitable time to talk with class teacher and/or Assistant Principal relevant to your child's grade.</li> <li>• To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. Please contact the administration office.</li> </ul>
Actions of other students	<ul style="list-style-type: none"> <li>• Contact the class teacher for a classroom concern.</li> <li>• Contact the class teacher or relevant Assistant Principal for a playground concern.</li> <li>• <b>Please do not discuss your concern with other parents in person or via social media, as this can often complicate the situation.</b></li> <li>• <b>At no time should a parent approach another child to address an issue at school.</b></li> </ul>
School policy or practice	<ul style="list-style-type: none"> <li>• Contact the administration office. Please state nature of concern and make a suitable time to speak with the Principal or appropriate staff member.</li> </ul>
Provide positive feedback regarding a school program, policy or staff member.	<ul style="list-style-type: none"> <li>• Contact the administration office or relevant staff member.</li> </ul>

Please see below a list of executive staff members.

Mr Ron Burton	Assistant Principal	Early Stage 1 (Kindergarten)
Mrs Karen Holman	Assistant Principal	Stage 1 (Year 1 and Year 2)
Ms Bronwyn Howes	Assistant Principal	Stage 2 (Year 3 and Year 4)
Miss Nicole Downie	Assistant Principal	Stage 3 (Year 5 and Year 6)
Mrs Marie Endicott	Senior Administration Manager	
Mr Sean Montgomery	Principal	

**Teachers, parents and community working together for successful schooling.**