



# Umina Beach Public School

Sydney Avenue  
Umina Beach NSW 2257  
Phone: (02) 4341 1630  
Email: [umina-p.school@det.nsw.edu.au](mailto:umina-p.school@det.nsw.edu.au)

A member  
of the



## Umina Beach Public school PRACTICES AND PROCEDURES

### COMMUNICATING WITH STAFF - WHO SHOULD I TALK TO?

It is important that parents are able to access teachers at times that are convenient to both parties. To ensure that parents can have their questions answered or concerns dealt with effectively and efficiently, our school has some key protocols to support open and honest channels of communication.

#### School practices and procedures

- If you have a concern or question about your child or the school's programs, please consult the guide *on the following page* to determine who you should speak to first.
- Before school, teachers are busy making final preparations for starting the day. Teachers will be in meetings or in their classrooms setting up for the day after 8.30am. This is not a convenient time to approach the teacher for a chat about your child without prior arrangement. If you have a quick message to pass on to your child's teacher, that should be fine. For any more substantial matter, please make an appointment for a more suitable time.
- After the bell has rung, signalling the start of school, class teachers must give their full attention to their students at this important settling-in time. We appreciate parents leaving the school prior to 9.15 am to allow your child to appropriately engage with start-of-school-day processes. You can use "messages" on the parent portal app to share non-urgent information or ask a non-urgent question. To pass on important or confidential information, please ring the office on 02 4341 1630 to request a teacher call-back. If you ask to make an appointment, please briefly note what you would like to discuss so the teacher can prepare.
- If you need to get an urgent message to your child during the school day, for example, if going home arrangements have changed, please contact the Office before 2:30 pm to allow time for messages to be given.
- Staff response to emails and messages – the speed of sending an email or electronic message may lead one to expect an equally speedy response. However, teachers are not able to check emails or messages at multiple points during the school day. They may also need time to find the answer to your enquiry, before replying. We endeavour to respond to emails or messages in 2 working days.

### Communicating with our school



OUR SCHOOL PATHWAY  
FOR CONTACTING  
TEACHERS, ASKING  
QUESTIONS OR RAISING  
CONCERNS

#### STEP 1

##### For general queries, ring the office

For general school information, call our friendly school team on 0243 411 630. For all queries relating to your child's experiences at school, contact your child's teacher.



#### STEP 2

##### Contact your child's teacher

Use "messages" on the parent portal to send non-urgent information to the teacher or ask a class-based question. Feel free to ring the school and request a call back from your child's teacher, or email teachers directly.



#### STEP 3 Additional support

Should you need further information or support, please contact the assistant principal for your child's stage:

- Kindergarten: Mrs Moulton
- Stage 1: Ms Cowley
- Stage 2: Mrs Rutherford
- Stage 3: Mrs White



#### STEP 4 Request a meeting

If further support is required, additional assistance may be provided from our Assistant Principal wellbeing, our deputy principals or principal. Please call the office to make an appointment.



email our school:  
[Umina-p.school@det.nsw.edu.au](mailto:Umina-p.school@det.nsw.edu.au)

CALL US ON  
0243 411 630

## Respectful communication with staff

- Please speak/communicate politely and respectfully to staff. Respect is the basis of our harmonious community at UBPS.
- Please do not complain to a staff member about another staff member. If you have a complaint, follow school guidelines set out in our Complaints Resolution policy.
- Please be respectful when using Facebook or other forms of social media. This is not a forum for raising issues. Please directly raise any issues with the appropriate staff member who can help you.

## Who should you speak to?

Should you have any concerns about your child's school experience, we ask that you contact your child's teacher in the first instance. Make an appointment and organise a time to talk with the teacher in an unhurried and confidential atmosphere.

If the teacher cannot resolve the issue, or provide you with a satisfactory response, the teacher or you may ask for the issue to be addressed by a member of our school leadership team see AP details here:

Kindergarten: Liza Moulton

Stage 1: Nicole Cowley

Stage 2: Amanda Rutherford

Stage 3: Colleen White

Concern:

Action:

The academic progress or welfare of your own child	Contact your child's teacher by note, class dojo, email, school office (02 4341 1630) or in person to arrange a suitable time to discuss any issues. If possible, state the nature of the concern to allow teachers time to collect information that may assist.
Actions of other students	Contact the class teacher for further information, as above. The class teacher may ask for the executive to address the issue in some cases.
School policy or practice	Contact the school office (02 4341 1630) and state nature of concern. The office staff will advise you of the appropriate person to meet with and assist you to make an appointment to meet with the appropriate member of staff.
Actions of a staff member	Contact the school office (02 4341 1630) and state nature of concern. The office staff will advise you of the appropriate person to meet with and assist you to make an appointment to meet with the appropriate member of staff.
Change of information	Contact the school office (02 4341 1630) to convey information about change of address, telephone number, emergency contact, custody details, health issues, medication etc. This can be done in person, on the phone, or via email.

If you feel that we cannot resolve any concerns you may have after talking to your child's teacher, a member of the school executive and ultimately the principal, you may wish to contact the Education Director responsible for this school. The Director is located in the Tuggerah office of the Department of Education and can be contacted by phoning 02 4357 5300.



# Umina Beach Public School

Sydney Avenue  
Umina Beach NSW 2257  
Phone: (02) 4341 1630  
Email: [umina-p.school@det.nsw.edu.au](mailto:umina-p.school@det.nsw.edu.au)

A member  
of the

**Brisbane Water**  
**Learning Community**



## Umina Beach Public school PRACTICES AND PROCEDURES

### EMAIL COMMUNICATION

At Umina Beach Public School, we strive to provide open, effective and timely communication. We are committed to communication being respectful, measured, sensitive and constructive. In adhering to these principles, we aim to strengthen the positive partnership between parents and staff at the school, to enhance the wellbeing and learning opportunities for our students.

Clear expectations are required for both staff and parents/caregivers in the use of email as a communication tool. We expect that emails will be respectful and constructive. Should concerns arise, our school values face-to-face meetings or phone calls rather than relying on email communication. Email should never be used to discuss contentious, emotional or highly confidential issues.

Please read through the following summary of expectations.

#### Parent -to-Staff Email

- Email can be used by parents to request information on a simple matter, or to request a time for a telephone call or meeting for more detailed or complex matters. We ask that emails remain brief and informative. Issues requiring detailed discussion should be dealt with in person or over the phone.
- The academic progress, learning expectations or behavioural issues related to children will not be discussed via email. Discussions of this nature should be conducted over the phone at an arranged time, or in person.
- The NSW Department of Education email system is only to be used for school related matters.
- Emails that are sent to staff will be reviewed and responded to during agreed hours of duty for teachers, outlined in the Teaching Service Act 1980. For UBPS, these hours are Monday-Friday: 8.45 am – 3:45 pm). Responses may take up to 48 hours depending on complexity of issue and other school-related demands.
- Teachers may choose to respond to work related emails outside of school hours, but there is no professional expectation to do so.
- Any serious or confidential concerns should be addressed in a meeting or by phone. We request that parent emails remain positive and solution-focused.

Please note: DET Acceptable Use Policy will be followed to deal with the use of email for any inappropriate or illegal activities, for example, defamation, unlawful discrimination or vilification, harassment, sexual harassment, stalking or privacy violations.

#### Teacher-to-Parent Email

- Teachers will use email for communicative purposes such as sharing general information, responding to simple parent queries or sending meeting requests.
- It is expected that teachers will check emails at least once a day, each school day.
- Teachers may choose to send or respond to work-related emails beyond school hours, at a time of their own choosing, but there is no professional expectation to do so.
- Staff are requested not to respond to disrespectful, confrontational or abusive emails: such communication will be referred to the senior executive team.
- Teachers do not consider email an appropriate or effective medium for discussing ideas or addressing concerns. In most circumstances, a phone call or face to face discussion is best.
- When any doubt exists, or contents of an email may be deemed to be sensitive, staff must seek the approval of the contents from the principal before responding.



# Umina Beach Public School

Sydney Avenue  
Umina Beach NSW 2257  
Phone: (02) 4341 1630  
Email: [umina-p.school@det.nsw.edu.au](mailto:umina-p.school@det.nsw.edu.au)



## Umina Beach Public school PRACTICES AND PROCEDURES

### COMMUNICATION via MESSAGES on the Parent Portal App

At Umina Beach Public School, we strive to provide open, effective and timely communication. We are committed to communication being respectful, measured, sensitive and constructive. In adhering to these principles, we aim to strengthen the positive partnership between parents and staff at the school, to enhance the wellbeing and learning opportunities for our students.

Clear expectations are required for both staff and parents/caregivers in the use of messages as a communication tool. We expect that messages will be brief, respectful and constructive. Should concerns arise, our school values face-to-face meetings or phone calls rather than relying on message-based communication. Confidential issues should not be raised via Messages.

Please read through the following summary of expectations.

#### Parent -to-Staff Messages

- Messages can be used by parents to share information or brief details on a simple matter, to ask a simple question or request a time for a call-back or meeting. Issues requiring detailed discussion should be dealt with in person or over the phone.
- Academic progress, learning expectations or behavioural issues will not be discussed via messages.
- "Messages" on the Parent Portal is only to be used for school related matters.
- Messages can only be sent to your child's class teacher.
- Messages that are sent to staff will only be responded to on Monday – Friday between the hours of 8:50 am – 4:45 pm), as outlined in the Government School Agreement 2017. Please note, staff will receive message alerts when they log on to the school system at the start of the day but may not be able to respond immediately due to work-related duties.
- All parent messages should be brief and positively worded.

#### Teacher-to-Parent messages

- Teachers will use messages for class-based communicative purposes such as providing reminders about class-based activities, responding to simple parent queries or sending individual meeting requests.
- It is expected that teachers will check messages within a 24-hour time frame each school day.
- Staff are requested not to respond to disrespectful, confrontational or abusive messages: such communication will be referred to the senior executive team.
- Messages are not an appropriate medium for discussing ideas or addressing concerns. In most circumstances, a phone call or face to face discussion is best. Teachers may send a message to an individual parent
- When any doubt exists, or contents of a message may be deemed to be sensitive, staff are directed to discuss the contents of the message with a member of the executive team before responding.