



'Every student,
Every day'

TEMORA PUBLIC SCHOOL

119 De Boos Street, TEMORA NSW 2666

temora-p.school@det.nsw.edu.au

02 6977 2877

Temora Public School

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Temora Public School Contact Details:

Address: 119 DeBoos Street, Temora, NSW 2666

Email: temora-p.school@det.nsw.edu.au

Phone: (02) 6977 2877

Office Hours: 8:30am to 3:45pm Monday to Friday during the school term

Rationale:

Our strategic directions focus on maximising student growth and attainment in Literacy and Numeracy by addressing individual learning needs. We are dedicated to fostering high expectations and a culture of continuous improvement, which enhances personalised student outcomes through collaborative planning and impactful professional development. Additionally, we aim to create a positive school culture for staff, students, and families by implementing a proactive and well-structured approach to wellbeing. This involves developing comprehensive processes that support the needs of everyone in our community, enabling them to connect, succeed, thrive, and learn together.

"Every Student, Every Day"

Aims:

These procedures aim to provide a harmonious school community with parents, carers, staff and students all working together. The procedures ensures that:

- Effective communication between all school community members takes place;
- Processes allow for open and honest communication amongst school community members;
- Confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations;
- All stakeholders can confidently voice their opinions and concerns in an appropriate manner and have these acknowledged;
- Clear and fair processes and guidelines are provided that ensure the resolution of issues or concerns in a timely, effective and respectful manner, in accordance with Department of Education guidelines and;
- Open and respectful two-way communication is available to all members of the community.

Guidelines for implementation:

Temora Public School will use a range of strategies to communicate effectively and respectfully with the school community.

It is acknowledged that:

- Teachers have time constraints during the school day and issues or concerns are best dealt with when uninterrupted time and proper attention can be given to them. Wherever possible, appointments with the classroom teacher, Assistant Principal and/or Principal should be made in advance by contacting the School Office on (02) 6977 2877 to make initial contact.
- Parents, carers and members of the community have diverse commitments during school hours. School staff will respectfully make their best efforts to respond to the broader school community within two (2) school days when reasonably possible.



- There is a reciprocal understanding and respect between school staff and the wider school community that work-related communication will take place between 8:30am and 4:00pm Monday to Friday during school terms.
- Members of the school and broader community can contact the school outside of work hours through the school's email address temora-p.school@det.nsw.edu.au. A response from the School Office stating it has been received will be provided within two (2) school days during school office hours and forwarded onto relevant staff if requiring further action.
- Executive staff may contact parents/carers and/or external agencies outside of the above work hours at their discretion for matters that relate to the possible risk of harm to a student or staff member.
- All members of the Temora Public School community follow The School Community Charter. (See website address at the end of the document).
- Temora Public School staff will adhere to the Code of Conduct to uphold professional behaviour that aligns with the department's and NSW public sector's values, helping all staff make ethical decisions in their daily work.

Curriculum and class information:

Classroom teachers and Assistant Principals will communicate curriculum information formally at:

- Term 1 open classrooms: this is held towards the beginning of the term, outside of school hours and used to meet the teacher, see the classroom and participate in an information session regarding whole school practices, run by staff.
- Term 1 Student Led Conferences occur during the last weeks of school. Staff will inform parents of student progress so far, set goals and identify any additional adjustment through the Learning and Support team.
- Term 2 and Term 4 through Student Academic Reports.
- End of Term 4 through the transition process to classrooms for the following year. Students will participate in multiple sessions and provide a "Meet the teacher" sheet on the completion of the final session.

Guidelines for communication: Class Dojo

The Class Dojo App is the primary means of written communication between the classroom and home. This essential tool facilitates direct communication and is accessible only to those with authorised access. It serves as a platform for sharing business including reminders and class messages, newsletters, student success/learning and excursion updates. Parents can message staff directly to inform them of absences and daily communication. Parents and carers are expected to use this tool to stay informed about their child's education and school activities.

- When sending messages, parents will acknowledge that users (parents and teachers) are not always online due to teaching and/or meeting our responsibilities. Responses may take up to two school days.
- An exception to the two school day response time may be found in the situation where a teacher works at a part-time capacity, attending extra-curricular events or is on leave. In this instance, staff will respond within two school days upon returning to work.
- Hours of contact for Class Dojo messages by teachers are between the hours of 8:30am and 4pm, Monday to Friday during the school term.
- Messages may inform parents/carers about a non-urgent notification of an incident involving their child (e.g. positive messages and/or concerns)
- If a response is not received within two school days, parents/carers are encouraged to contact the School Office requesting to speak with the classroom teacher in the first instance.



Please remember that while we will maintain confidentiality, some documents retained within schools can be subpoenaed or subject to the Government Information Public Access Act (GIPA).

Guidelines for communication: SchoolBytes

To effectively communicate with parents through School Bytes, we encourage all families to regularly check their School Bytes account for updates on school events, student progress, and important announcements. Parents can access their child's information, including attendance records, view academic reports, and sign permission notes directly through the platform. Additionally, parents can conveniently book Student Led Conferences through School Bytes, allowing them to engage with their child's learning in a meaningful way. We also recommend enabling notifications to stay informed about any new information or changes that may arise throughout the school year, including updates about the take-away message service for important reminders.

Guidelines for communication: Telephone

Parents and members of the community are required to call the School Office on (02) 6977 2877 to make contact with Temora Public School staff.

Temora Public School encourages parents and staff to use the telephone as an important tool to communicate personal issues or concerns relevant to their child. Calling the School Office is useful for queries and urgent messages that need to be provided to students and teachers.

It is important that all conversations between all parties are respectful, remain confidential and courteous.

Staff may not always be able to return phone calls during the normal school day and may take up to two school days to return a call. It is a teacher's discretion if they are to make phone contact up until 5:00pm on a working school day and/or prior arrangements have been made with the parent.

Please note, when external agencies contact the school, information cannot be disclosed unless parent/carer permission has been granted.

Guidelines for communication: Email

Parents, carers and external agencies are to email Temora Public school's email address temora-p.school@det.nsw.edu.au for any enquiries or information. Please note that information cannot be disclosed to external agencies unless parental permission has been granted.

Staff are required to check and respond to their emails regularly during their contracted days, within school business hours. Staff are not required to share other Department of Education's email addresses with external agencies and members of the school community unless prior consent has been given.

Guidelines for communication: Facebook

The Temora Public School Facebook page is used to celebrate student and team success, share student learning and promote school achievement. All parents and families are expected to adhere to the Facebook media policy in regard to its usage. The school reserves the right to ban any user from interacting with its Facebook pages for breaches of the Code of Conduct. Temora Public School will remove content if it contains:

- Offensive, abusive, obscene, profane, hateful or racist comments



- Comments that threaten or defame any person or organisation
- Any content the school may deem inappropriate
- Any content which does not align with our values, standards and policies.

Guidelines for communication: Face-to-face

All parent/carer and visitor enquiries will be attended to at the School Office. Please note the following:

- When on-site parents/carers and visitors are required to sign in at the School Office when entering or remaining on school grounds, this includes when there is a scheduled meeting.
- Parents/carers must sign their child in and out of the School Office if their child arrived late or needs to leave the school grounds early.
- Parents/carers and visitors will not be required to sign in at the School Office during scheduled times for assemblies and open days. If guests are still on school grounds after scheduled times, they may be asked to leave the school premises or sign-in at the School Office.
- If students are leaving early after an event, they must present to the School Office to sign out with a parent or carer.
- Parents/carers and emergency contacts may be asked to provide ID when signing out a student as part of a DoE employee's duty of care.
- Parents/carers should not access classrooms or the playground during school hours without a prior appointment by their child's classroom teacher and/or Executive.
- No parent should directly approach another person's child.
- Parents/Carers are to discuss concerns relating to their child directly with their child's classroom teacher, Assistant Principal and/or Principal.
- Parents/carers are to avoid speaking to their child's teacher negatively with their child present.
- Use age-appropriate language around children during drop-off and pick-up times.
- During drop-off and pick-up parents/carers are encouraged to not leave messages with members of staff on duty and to contact the School Office to leave a message for their child's classroom teacher directly.
- When meeting with parents, teachers and school staff, all parties are expected to be calm and respectful, raise any concerns early and allow sufficient time for issues to be followed up and a response provided.

Off-site excursions and events, parents and carers are to:

- Approach a teacher on the excursion to notify and sign-out their child before leaving the event
- Parent/carers and emergency contacts may be asked to provide ID when signing out a student as part of the DoE employee's duty of care.

Contacting procedures: Contacting the main classroom teacher

When a parent wishes to verbally discuss matters relating to their child, the procedure is to contact the main classroom teacher, giving a brief outline of the enquiry or issue. Contact should be made using one of the following approaches:

- Contact the school by phone or visit the School Office and ask a school administration officer to arrange for the main classroom teacher to get in touch with you to schedule a suitable meeting time or call back. Please note that teachers are typically unavailable to answer phone calls or come to the office during teaching hours or while on playground duty.
- The school administration officer may contact parents/carers back on behalf of teaching staff to suggest and book an appropriate meeting time for all. The classroom teacher may wish to contact the parent directly to organise a meeting in a time that suits.



Contacting procedures: Contacting other school personnel

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole school, their child's wellbeing or related to a school policy or matter, the procedure is to either:

- Email the school, where the office will triage the email and forward it to the most appropriate staff member;
- send, bring, or mail a letter to the school or the person you want to get in touch with. The letter will be given to the staff member you named. If necessary, it may also be passed on to another staff member who takes care of the information you shared.
- Call the school, where the school administration officer will ask some questions to clarify the purpose of the call, they will then triage it and provide details to the most appropriate staff member.

When parents have a concern or wish to discuss an issue relating to a member of staff or a sensitive nature, they should make an appointment with the Principal by contacting the School Officer, either by phone or coming into the office personally and asking the office staff to arrange a suitable meeting time.

In all cases, if the matter is urgent and/or relates to the possible risk or harm to a student, staff member or school community member, the Principal should be informed immediately and the urgency of the matter conveyed. The Principal may determine if it is appropriate for someone else to resolve the issue and redirect accordingly.

In relation to any complaints made, the Principal will adhere to the Department of Education's Policy by following the School Community and Consumer Complaints Procedure.

Contacting procedures: Making a complaint

Your child's main classroom teacher is usually the best person to address everyday concerns related to their classroom or responsibilities. Before reaching out, take a moment to clarify the issues you want to discuss and consider potential solutions.

If you have already brought your concerns to the teacher and are not satisfied with the outcome, you have the option to escalate your complaint and/or query to the Principal. If you remain unsatisfied with the school's response, you can file a complaint with the Department of Education or by phoning the Wagga Wagga District Office on 1300 679 332.



Contacting procedures: School Office Communication Flowchart

Below outlines the School Office's steps in communicating information to relevant staff when parents/carers have made contact with the school.

School Office Communication Flowchart

Parent/Carer contacts the School Office



School Office documents the following:

- Name
- Reason/Nature
- Informs parent/carer that someone will contact them within two working days.



School Office notifies staff member – Classroom Teacher, Assistant Principal OR Principal

- Name
- Reason/Nature
- Offer to arrange an appointment (staff member may wish to arrange a time/day that suits directly through phone calls, Dojo or email.
- If requiring immediate attention, a message will be delivered in person/direct phone call made to relevant staff member.
- If urgent, the Principal is also contacted.



Relevant staff member makes contact within two school days to the parent/carer:

- Arrange an appropriate time to talk and/or meet by returning with a phone call, Dojo or email.

Communication Quick Reference Guide

Concern	Appropriate Action
General enquiries	Contact TPS School Office on (02)6977 2877
Enrolment enquiries	Contact TPS School Office for information regarding enrolment and to schedule and appointment with the Principal
Financial enquiries	Contact TPS School Office on (02)6977 2877
The academic progress of your child	<p>Contact the school office to make an appointment with your child's main classroom teacher. The teacher or school office staff will get in touch with you to arrange a suitable time to speak on the phone or meet in person.</p> <p>Teachers are not able to discuss issues with parents on the way to class, during teaching time, or when they have a duty of care for students.</p> <p>For matters which are unresolved or require further support, contact the school office to request an appointment with the Assistant Principal supervising your child's year group and/or Principal.</p>
The welfare of your child	<p>Contact the school office to make an appointment with your child's main classroom teacher. State the nature of your concern and arrange a suitable time to talk or meet with the main classroom teacher or the appropriate staff member.</p> <p>Teachers are not able to discuss issues with parents on the way to class, during teaching time, or when they have a duty of care for students. For matters which are unresolved or require further support, contact the school office to request an appointment with the Assistant Principal or Principal.</p>
Change of information relating to your child/ children (medical details, emergency contacts, address change, legal or custody documents)	<p>You can do this in a number of ways;</p> <ul style="list-style-type: none"> • Come to the office and complete the Changes to Details form. • Email, bring or send a note with the changes to the office.
Change to medications	<p>Missed medication: Parents/carers should ring the School Office to inform the school if their child has missed their scheduled medication at home before school.</p> <p>Changes to medication: This will be communicated to their child's classroom teacher. Please contact the School Office and update medication forms.</p>
School policy or practice	Contact TPS school office and request a meeting the Assistant Principal or Principal.
Student late or leaving early on a school day	<p>Parents can come to the school's office to sign a student in or out - do not take them directly to or from their classroom.</p> <p>On special days carers/parents will still need to sign their child out. A reason will be requested by the office staff.</p>
Change to pick up arrangement	Contact the school's office to inform them of the change by 2:45pm. Please do not call within 15 minutes of the end of day to collect your child early, as this is consistently a busy time, and your request is likely not going to be met.
Extending student absence (illness or extended holiday)	Contact the school's office and inform staff of the student's return date. This is a legal requirement. If you are going on an extended holiday (more than 5 school days), contact the school at least 2 weeks prior to leaving to complete and submit an exemption form.

Moving and changing schools	Contact the school's office to let them know the following: <ul style="list-style-type: none">• Address that you are relocating to;• Name of the school your child is being enrolled at (including interstate);• Date moving and last day of attendance at Temora Public School
Student smart watches and mobile phones	<p>Students who bring mobile phones to school are required to hand them to the front office at the beginning of the school day. Phones can be collected back at the end of the school day before dismissal.</p> <p>Students are not to use their smartwatches to make and answer phone calls – they should be switched to home mode. If parents/carers need to deliver a message to their child, they are asked to do so via the School Office where it will be passed onto the relevant student.</p>

Communication to Temora Public School

Reason	Contact
<p>I would like information about school policy and process</p>	<ul style="list-style-type: none"> • Email the school with your query at temora-p.school@det.nsw.edu.au • Call the school office (02) 6977 2877 and leave a message. • Check the NSW Department of Education Policy Library https://education.nsw.gov.au/policy-library
<p>I would like to contact the School Principal</p>	<ul style="list-style-type: none"> • Email the school at temora-p.school@det.nsw.edu.au • Call the school office (02) 6977 2877 and leave a message.
<p>I would like to notify the school of a planned absence for my child</p>	<ul style="list-style-type: none"> • Email the school at temora-p.school@det.nsw.edu.au • Send your class teacher a message through Dojo. • Call the school office (02) 6977 2877 and leave a message. • Update your absence through the School Bytes Parent Portal.
<p>I would like to contact another staff member at school</p>	<ul style="list-style-type: none"> • Email the school at temora-p.school@det.nsw.edu.au • Call the school office (02) 6977 2877 and leave a message.
<p>I would like to clarify information about an event</p>	<ul style="list-style-type: none"> • Check the school Facebook and Dojo page for information. • Check the permission note through School Bytes Parent Portal. • Email the school at temora-p.school@det.nsw.edu.au • Call the school office (02) 6977 2877 and leave a message.
<p>I would like to contact my child's teacher</p>	<ul style="list-style-type: none"> • Contact the main classroom teacher via School Dojo or email. • Email the school at temora-p.school@det.nsw.edu.au • Call the school office (02) 6977 2877 and leave a message.

Communication from Temora Public School

Type of communication	Outline of communication
Permission notes and excursion/event information	<ul style="list-style-type: none"> • Permission notes will go home via School Bytes attached to emails. Information can be access through the parent portal. • Reminders will come via School Bytes, School Facebook Page, School Dojo and Newsletters.
School Calendar	<ul style="list-style-type: none"> • School wrap up post via Facebook and School Dojo every week. • School website calendar. • Yearly calendar sent out in Term 1 and updated each term with changes.
Showcase of school achievement and events	<ul style="list-style-type: none"> • School Facebook Page and School Dojo. • School Newsletter every five weeks. • School Website https://temora-p.schools.nsw.gov.au/
Assemblies	<ul style="list-style-type: none"> • K-2 assembly rosters will be sent out through School Dojo. • Major assemblies will be communicated with families through email, Facebook and School Dojo.
Incidents involving your child	<ul style="list-style-type: none"> • Phone call from staff at school. • After a major, parent phone call from Assistant Principal. • Once your child has reached a behaviour level, you will have contact from the Principal. • Positive phone calls and messages will be made to celebrate student achievement and improvements.
Newsletter	<ul style="list-style-type: none"> • Updated every five weeks and sent through School Bytes, Facebook, Dojo and the School Website.
Student Academic Reports	<ul style="list-style-type: none"> • Student reports will be sent home at the end of each Semester through School Bytes. If you would like a hardcopy of the report, message the classroom teacher directly. • Student Led Conferences will occur at the end of Term 1.

Resources

- **Code of conduct**
Website: <https://education.nsw.gov.au/rights-and-accountability/department-of-education-code-of-conduct>
- **Community Complaint Procedures**
Website: <https://education.nsw.gov.au/policy-library/policies/pd-2002-0051-01>
- **Complaints handling**
Website: <https://education.nsw.gov.au/policy-library/policies/pd-2002-0051>
- **Expectations for digital communication policy**
Website: <https://education.nsw.gov.au/policy-library/policies/pd-2024-0485-10>
- **Making a complaint about NSW public schools - guide for parents & carers**
Website: <https://education.nsw.gov.au/your-feedback/guide-for-parents-carers-and-students.html>
- **School Community Charter:**
Website: <https://education.nsw.gov.au/schooling/parents-and-carers/going-to-school/school-community-charter>