

Reporting Concerns to Figtree Public School.

What our school provides

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.

Parents and carers can expect:

- To be welcomed into our schools to work in partnership, promoting 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, understanding and respect for diversity.

What if I have a concern about my child or the school?

The classroom teacher is often the best person to handle concerns about matters within their classroom and/ or area of responsibility. Some reports will need the involvement of the principal, workplace manager or another executive staff member.

The welfare of your own child	<ul style="list-style-type: none">• Directly contact your child's teacher (before or after class) from 8:30am-3:30pm• For more serious concerns, contact the office. State the nature of your concern and arrange a suitable time to talk with class teacher or appropriate staff member.
Actions of other students	<ul style="list-style-type: none">• Contact the class teacher• For more serious concerns, contact the office, state the nature of your concern and arrange a suitable time to talk with the stage supervisor or Principal
School policy or practice	<ul style="list-style-type: none">• Contact the office. State the nature of the concern and make an appointment to see the Principal and/or appropriate member of staff

Following the above reporting guidelines supports students and the school. If parents and carers are feeling concerned or frustrated by a situation, it is important to make an appointment at the school to talk about the incident in a calm and supportive environment. Our children have the right to learn new skills and behaviours in the safety of a school setting, with full community support. Expressing student or school concerns via social media, in conversation or in writing to other community members, is a risk to the safety and wellbeing of a child and our school. This behaviour is not supportive of our school culture and our collective vision of working closely together to help all students in their learning.

It is important to note that it is never acceptable to approach another child or their family to resolve a concern. The school works to resolve all issues within its plans, procedures and related departmental policies. This ensures that students, staff and families are best supported in a safe and productive environment.

School Community Charter

 Collaborative. Respectful. Communication.



What should I expect on Facebook?

General Facebook and Seesaw rules of engagement.

Facebook and Seesaw are used to communicate news and events with parents.

In joining our community Facebook or class Seesaw, Figtree Public School follows the Department of Education Code of Conduct and Facebook's Community Standards.

Some important considerations:

- No one under 13 years should have a Facebook profile. Any comments made by primary students on the Figtree Public School page will be removed, and if warranted, users will be reported.
- For privacy and protection, please do not tag photos of children, and please do not name them in comments. On rare occasions, the school may name students with their first name if the correct permissions are in place.
- Tagging of parents or friends within the comment box is permitted with the understanding that all other rules of engagement are followed.
- Figtree P.S encourages interaction from participants with the understanding that the school does not endorse comments or wall postings made by visitors to the page. We ask that visitors to the page show respect for other users by ensuring discussions remain civil. Personal attacks, trolling or spam will not be tolerated. We reserve the right to cease response and remove comments that do not adhere to the rules of engagement of the page and Facebook's community standards including comments that:
 - are deemed racist, sexist, abusive, profane, violent, obscene, spam
 - advocate illegal activity
 - are wildly off-topic
 - libel, incite, threaten or make personal character attacks on Figtree P.S. students, employees, guests or other individuals.
- We reserve the right to remove any participant that does not adhere to the rules of engagement or Facebook's community standards.
- Remember that on Facebook your name and photograph will be visible to all visitors to the page.
- We will not permit messages selling products or promoting commercial, political or other ventures.

Moderation hours: The Facebook page, Seesaw and staff email is moderated from 8:30am-3:30pm on school weekdays, but will not necessarily be monitored outside of these hours. When teachers are on class, they may not see messages online. If there is an urgent concern, please call the school office on 4271 6888.

Related links for your reference.

School Community Charter: <https://education.nsw.gov.au/public-schools/going-to-a-public-school/school-community-charter>

A guide for parents, carers and students provides useful information about the complaints process:

<https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students>