

Davidson High School

Communication Procedures

At Davidson High School we welcome and encourage parent collaboration and involvement and we recognise that student success is more likely to occur when this happens. We expect all members of our school community to interact in a respectful and positive manner, whether communication is in person, via telephone or email. This provides appropriate modelling for our children; building positive partnerships between school and home; and promotes all members of our school community being treated with dignity and respect.

ADMINISTRATION OFFICE

- Our Administration office and school telephone line is open from 8am to 3.30pm Monday to Thursday and 8am to 3.15pm Friday. Enquiries via telephone or in person need to be made within these hours unless alternative arrangements have been made in advance.

EMAIL

- Parents are able to contact staff members via the school email address or via a staff member's personal individual Department of Education email address if they have chosen to distribute it.
- All staff are expected to check their emails at least once on each day they are at work. Please note that staff are not expected to access emails while on leave and part-time staff are not expected to check emails on days they do not work.
- Staff are expected to respond to emails within 48 hours of receiving them. Emails sent after 4pm will likely not be acknowledged until the next working day.
- Emails should not be used for urgent matters. In these cases please contact the Administration Office via telephone.
- Emails regarding gate passes should provide the Administration Office staff with a reasonable and logical amount of time to process the request. On Wednesday no emails requesting gate passes will be processed after 11.30am.

SOCIAL MEDIA

- Photographs of children other than your own or of staff members or parents/carers should not be posted on any social media platform without obtaining permission of the people contained in the photographs.
- Social media in any form should not be used to make statements about staff members or to air grievances about issues related to the school. Publishing material that identifies particular staff members through names, photographs, titles or descriptions and is damaging to their reputation may be subject to the law of defamation.

MEETINGS BETWEEN PARENTS/CARERS AND STAFF

- Where a parent/carer wishes to meet with a staff member, they should make a mutually convenient appointment time. It is both inappropriate and confrontational to walk into the school demanding to see a member of staff and requests made in such a manner will not be facilitated.
- Request for appointments can be made via email or phoning the school.
- Where an issue relates to your child's learning and academic progress it needs to be directed to the classroom teacher and or the Head Teacher of the faculty. If your enquiry is broader you can contact the Year Adviser.
- If you wish to discuss a matter of a social context then the appropriate Year Adviser should be contacted.
- If you feel your concern has not been addressed adequately then you are able to direct it to the appropriate Deputy Principal.
- Matters of a sensitive or highly personal nature can be directed to the Head Teacher Welfare, relevant Deputy Principal, Principal or the school counsellor.
- Please note that if you raise an issue regarding your child's learning or well being with a Deputy Principal that you have not given the teacher or head teacher and opportunity to address, you will be directed back to them.

PRIVACY LAWS

- The way information is collected, used, disclosed and secured by the school is subject to NSW legislation. This legislation limits the circumstances in which your child's information can be disclosed to other parents. It also limits the circumstances in which you can be provided with information about action the school has taken in relation to other people's children.
- This means, for example, you may not be provided with complete details of the action the school has taken in relation to a student who has engaged in unacceptable behaviour that has impacted your child.