



Allambie Heights Public School

RESPECT

RESPONSIBILITY

RESILIENCE

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School Community Charter and Volunteer Procedures

At Allambie Heights Public School, our aim is to support all parents and carers in the education of their child or children. The NSW Department of Education has developed the [School Community Charter](#) as a guideline to ensure mutual understanding of expectations.

We know a child learns behaviours and values from the example of their parents and carers, teachers, people around them and peers. The behaviours of staff are monitored by the NSW Department of Education 'Code of Conduct'. Student behaviours at school are monitored by the School's Behaviour Management Plan and the NSW Department of Education's [Behaviour Code for Students](#) and the [School Community Charter](#) outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

Parents and carers play an important role in the school community. The School Community Charter informs parents and carers on how to engage with NSW public schools. At Allambie Heights Public School, parents and carers can expect:

- to be welcomed into our school to work in partnership to promote student learning
- communication from teaching staff will be timely, polite, informative and solutions focussed
- professional relationships with school staff will be based on transparency, honesty and mutual respect
- to be treated fairly. Tolerance and understanding are promoted as we respect diversity

Communicating with our school

As detailed in our ['Providing Time for Staff to Switch Off'](#) procedures, the staff at Allambie Heights Public School will find a time to talk to you when they can give you their full attention. Please remember that while our staff are in class or working through other matters, they may not be available to answer your questions immediately.

As a school we will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up to date with events in the school community.

The NSW Department of Education provides a guide for parents, carers and students provides useful information about the [complaints](#) process.

Respectful communication is a right

In all workplaces, people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

To ensure the safety and wellbeing of students, staff and the community in our schools, steps will be taken to address unacceptable behaviour. This may include restricting contact with the school community or, in more serious cases, referral to NSW Police.

Unacceptable behaviour in our school

Unacceptable behaviour may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity

- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone
- Treating members of the school community differently due to aspects such as their religion or disability
- Inappropriate and time-wasting communication

Approaching our school

On occasions, concerns may cause frustration and anxiety. At such times it is always important to arrange a time to talk with school staff in an unhurried and confidential manner.

Parents, carers or other members of the community may need to approach the school to:

- Discuss the progress or wellbeing of *their* child
- Express concerns about the actions of another child, children, staff member or community member
- Enquire about school procedures or processes

When these occasions arise, parents, carers and other members of the community are required to make an appointment to see your child's teacher or a member of the school's leadership team. Please call the administration office 9451 5440 or email the school's email allambieht-p.school@det.nsw.edu.au requesting a time to meet with a teacher or member of the school's leadership team. Please provide our administration staff with your child's name, class and brief details of your concerns. In most cases, the class teacher is the first port of call and our school office staff will forward communications on to the class teacher. Should further assistance be needed, the process of discussion may then progress to the Stage Assistant Principal, then the Deputy Principal and then the Principal. *Trying to talk to teachers or members of the leadership team when they are trying to teach, manage children or are engaged in another conversation is inappropriate. It is also inappropriate for parents and carers to approach children other than their own to address any concerns that may arise.*

Volunteering in our school

Parents, carers and community members are encouraged and are always welcome to volunteer at Allambie Heights Public School. When volunteering in our school, parents, carers and community members enter a partnership with our school that is based on shared responsibility and mutual respect. Confidentiality is also an important aspect of volunteering.

The role of a volunteer is to support student learning as directed by the classroom teacher. This may involve support in the classroom, across the school, on excursions or incursions, at carnivals, facilitating communication between the school and home or supporting the P and C in the canteen, at Band Program rehearsals and performances or during fundraising events.

Requirements to participate as a volunteer

- Follow our school's [Working with Children Procedures](#), including the introduction of the Department of Education's trial of a digital declaration process
- Follow our entering school grounds procedures, as detailed in the relevant section below
- Always wear your visitor sticker when on site
- If volunteering as part of a classroom program, it is requested that parents and carers arrive on school grounds and depart school grounds at the times detailed on the volunteer sign up link. At times, parents and carers may need to cancel their volunteer time slot and it is requested that the classroom teacher is advised with as much as notice as possible
- If volunteering as part of a classroom program, check in with the classroom teacher when you arrive to be given instructions for the session
- Support teachers in working with students at their own readiness level by not comparing children and their work
- Be respectful of all students' privacy in relation to their classwork, behaviour and social interactions
- Encourage children to be independent in their learning tasks

- Understand that discipline and student behaviour management is always the sole responsibility of the teacher. If you need support in this area, please notify the teacher immediately, so they can provide the relevant support
- Let the classroom teacher know if a child discusses any matter that concerns you. Please share this information at the end of the lesson

Confidentiality – your obligations and responsibilities when volunteering at our school

Teachers are highly trained and experienced in managing the many complex, diverse and fluid variables present in all settings across the school. They make decisions in regards to learning activities, behavioural interventions and management strategies based on specific situations and information that may not always be transparent to you as a volunteer. We ask you to respect the autonomy of all teachers by reserving judgement and comment. It is most important that teachers are supported in their professional judgement.

- As a volunteer, you will observe learning, behavioural and social interactions amongst students. Volunteers are not to discuss any information they obtain at school or when volunteering to support school events with anybody, other than the classroom teacher, an Assistant Principal, Deputy Principal or the Principal. It is vital that you do not share any information about students with friends, family or the child's parents or carers
- As schools are mandatory reporters to the Department of Community and Justice, any disclosure by students made to you as a volunteer must be reported to the classroom teacher, an Assistant Principal, Deputy Principal or the Principal
- The classroom teacher has sole responsibility of informing parents and carers about any learning, social or behaviour concerns relating to their child. If you have any concerns or questions, please speak to the classroom teacher only
- Any information that you require about a specific child you are supporting will be shared with you by the classroom teacher, if appropriate. In the interests of student confidentiality, please do not ask for specific details as the teacher may not be in a position to share such information with volunteers

Entering our school grounds

All visitors to our school are expected to:

- Make appointments in advance of expecting to obtain an interview
- Refrain from entering classrooms without a staff member present, this includes wanting to look for belongings that your child or children may have misplaced
- Refrain from smoking, vaping or drinking alcohol on or near school grounds
- Refrain from bringing animals and pets onto school grounds unless the appropriate risk assessment has been completed and written approval has been provided by the Principal
- Refrain from using the student bathrooms. Siblings and adults who need to use a bathroom when on school grounds may do so in the school administration building
- All visitors to the school between 9.10am and 3.10pm must enter via the front pedestrian gate on Allambie Road, Allambie Heights and proceed to the school office
- All visitors to the school between 9.10am and 3.10pm must sign in and out via the school visitor check in system in the school office
- Discuss issues of concerns about the school, staff or students through the correct procedures
- Follow school procedures and the expectations outlined in the School Community and Volunteer Procedures while on school grounds or supporting school events held offsite
- Follow school procedures governing entry and behaviour on school grounds, including any restriction that may be imposed
- Allow staff to supervise, investigate and manage students without interference
- Leave the school grounds when requested

Allambie Heights Public School values the contributions of and support from our community and we wish to continue a positive and harmonious environment for all students, staff, parents, carers and community members.

School Community Charter

 **Collaborative. Respectful. Communication.**

The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

We treat
each other
with
respect

What our schools provide

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.

The best education happens when parents and schools work together.

The School Community Charter aligns with the NSW Department of Education Strategic Plan 2018 – 2022.



Positive environments

It is important that our NSW public schools are positive environments and that parents and carers are kept informed of students' progress and school announcements.

Parents and carers can expect:

- To be welcomed into our schools to work in partnership to promote 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 and understanding are promoted as we respect diversity.

We
prioritise
the wellbeing
of all students
and staff

**Unsafe
behaviour**
is not acceptable
in our schools

We work
together
with the
school

Ensuring respectful learning environments for all members of NSW Public Schools communities.



We create **collaborative** learning environments

We all play **our part**

We work **in partnership** to promote student learning

Communicating with our schools

Our staff will find a time to talk to you when they can give you their full attention. Please remember that while our staff are in class or dealing with other matters, they may not be available to answer your questions immediately.

Our schools and communities will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up-to-date with up-coming events in the school community.

Our guide for parents, carers and students provides useful information about the complaints process: education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students

Respectful communication is a right

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Unacceptable behaviour may include but is not limited to:

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- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.
- Treating members of the school community differently due to aspects such as their religion or disability.
- Inappropriate and time wasting communication.



Collaborative.
Respectful.
Communication.

School Community Charter

education.nsw.gov.au

September 2024