



Learn to Live

# MOOREBANK HIGH SCHOOL

Positive Relationships. Positive Outcomes.

## Communication Support Guidelines



### Contact:



Phone  
**9601 3999**



Email  
**[moorebank-h.school@det.nsw.edu.au](mailto:moorebank-h.school@det.nsw.edu.au)**



Website  
**<https://moorebank-h.schools.nsw.gov.au/>**



School Address  
**Bangalow Avenue, Moorebank 2170**







# Moorebank High School

Dear Parents and Carers,

As a parent or carer, you are an important part of our school community. We know that you play a crucial role in helping your child become a motivated learner. Communication between our school and our community is critical for us to partner together.

To give our teachers the opportunity to recharge, spend time with their families and bring their best creative selves to work, we are setting clear expectations for when and how they respond to communication. This means teachers are not expected to reply to non-emergency messages or emails outside of school operating hours.

## Contacting our school

We don't want you to stop communicating with us – we still want to hear from you if you have any questions or need to discuss a matter about your child.

**The School Community Charter sets out expectations for parents and carers when communicating with public schools:**

- Communicating with our staff respectfully, in a positive and constructive manner.
- Work with us in partnership to promote student learning and achievement.
- Listen to our suggestions provided to you in our professional judgement.

Our staff pride themselves in being professional and respectful and upholding the expectations of the School Community Charter.

We also know it's often easier to send emails or messages after work. We will only read and respond in school operating hours.

For non-emergencies, please use the school's email address in the first instance. The right staff member will respond to your queries within 3 school days under normal circumstances. For longer discussions or complex matters, please email to ask for an appointment telling us what you want to discuss and who you would like to meet with. We will organise a time that works best for everyone.

For emergencies, please call the school on 9601 3999 and request to speak to a member of the Senior Executive staff or leave a brief message. A member of the Senior Executive will assess your concern and the appropriate staff member will contact you. Emergencies include serious student health, safety and wellbeing issues.

## Our response to your contact

Our staff will always stay in touch because open communication is what's best for your child and their education.

To help us better use our limited resources, we will manage your emails as follows. We will:

- Assess it to decide what action is needed, including if a response is required.
- Respond during school hours only and from the school email account or the Sentral Parent Portal.
- Acknowledge within 3 working days and issue a full response by 20 days to emails that we determine require a response.

Our dedicated teachers want to help our students achieve their best – we're on the same team.

Thank you for treating our staff with kindness and respect.





Randa Charara  
Relieving Principal





# COMMUNICATING WITH OUR SCHOOL

*All contact with our school is to be consistent with the School Community Charter respecting that our staff are primarily engaged with the teaching and caring of our students.*

	How to contact our school	What you can expect
	<p>Our school phone number is 02 9601 3999.</p> <p>You are welcome to phone our school during school hours (8:30am – 3:15pm) for:</p> <p><b>Urgent matters that require an action or response from staff on the same day, like:</b></p> <ul style="list-style-type: none"><li>• your student’s attendance changes to arrangements that need to be communicated to your student your student’s health and wellbeing</li></ul> <p><b>Non-urgent matters, like:</b></p> <ul style="list-style-type: none"><li>• Requesting a meeting with our school staff</li><li>• Requesting information about an upcoming school event</li><li>• Provide brief information to the school</li><li>• Raising a concern.</li></ul> <p>Messages are to be left with our office staff.</p>	<p>Our staff will:</p> <ul style="list-style-type: none"><li>• Assess the matter to decide what action is needed and who is the best person to respond to your call.</li><li>• If required, your call will be returned by the end of the next school day.</li></ul>
	<p>Our school email address is <b>moorebank-h.school@det.nsw.edu.au</b></p> <p>You can email us about non-urgent matters that do not require a same day response, like:</p> <ul style="list-style-type: none"><li>• Requesting a meeting with our school staff</li><li>• Requesting information about an upcoming school event</li><li>• Providing information to the school such as specialist reports</li><li>• Raising a concern.</li></ul> <p>For matters that require an action or response from staff on the same day, please phone the school.</p>	<p>Emails will be:</p> <ul style="list-style-type: none"><li>• Read within 3 school days of receipt</li><li>• Acknowledged, if required</li><li>• Assessed to decide what action is needed, including if a response is required</li><li>• Monitored between 8:30am – 3:30pm, Monday to Friday, during school terms only.</li><li>• Responded to by relevant staff only from the school email account or the Sentral Parent Portal</li></ul>
	<p>Parents are welcome to meet with our school staff.</p> <p>We prefer you phone or email a request, briefly explaining the issues you wish to discuss.</p> <p>If the staff member is available at the end of the school day, they may be available for a very brief meeting. Please understand they may have other duties to attend to.</p> <p>You are welcome to bring a support person or advocate, with prior notice, to be present at any meeting.</p>	<p>Our staff will:</p> <ul style="list-style-type: none"><li>• Respond to your request within 3 school days</li><li>• Discuss with you a mutually agreeable time to meet and agree on what will be discussed</li><li>• Decide who is best to meet with you</li></ul>
	<p>To respond to an absence message sent by our school Sentral system, include the following information:</p> <ul style="list-style-type: none"><li>• Student Name</li><li>• Grade</li><li>• Date &amp; Reason for absence</li></ul>	<p>Our staff</p> <ul style="list-style-type: none"><li>• Will record your response in the attendance system</li><li>• Will not reply to text messages</li></ul>



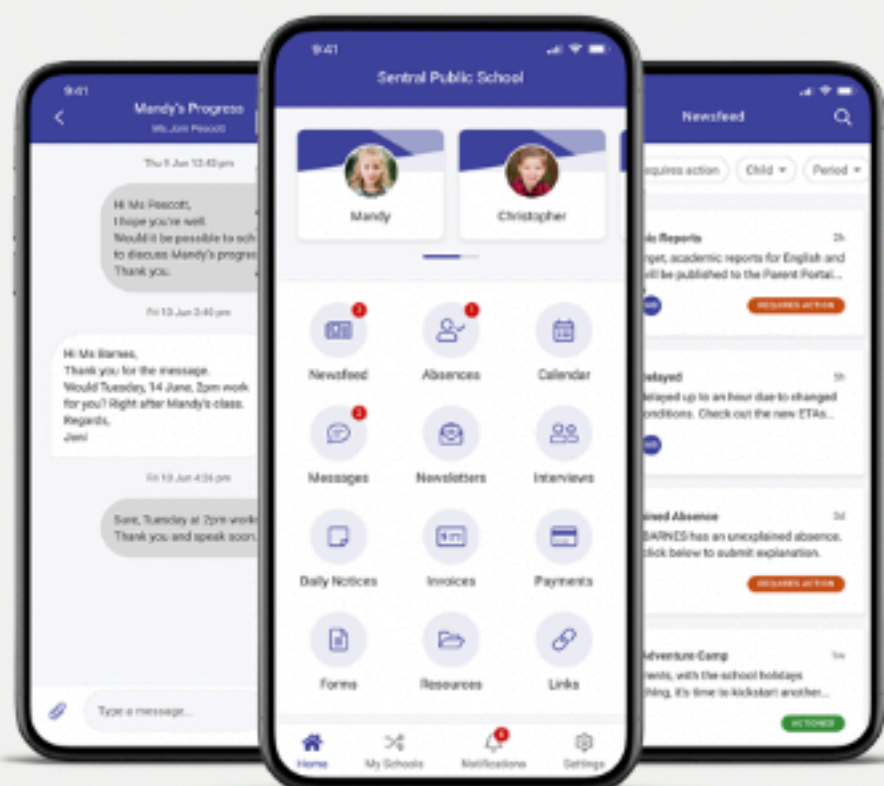


# Sentral Parent Portal and App

## Download the Sentral for Parents App



The Sentral for Parents app allows you to monitor your child's school journey simply and efficiently. You will find numerous smart features that help streamline your day. Receive messages and notifications from teachers, report absences, make payments for school activities and more. The Sentral for Parents app helps you stay connected and informed about your child's education.



For more information on using the Sentral App head to <https://www.sentral.com.au/parents> or contact the school for assistance.

Moorebank High School uses the Sentral Parent Portal and App to keep in communication with parents. The portal allows parents to:



### Daily Notices

Receive daily notices about important events that relate to your child.



### 2-way Messaging

Communicate with your child's teachers, where applicable, in the app or from the portal via 2-way messaging.



### Absence Notifications

Send absence notifications to the school quickly and easily from within the app or from the portal.



### Interviews

Conveniently view parent teacher interview bookings.



### Timetables

Conveniently view your child's schedule.



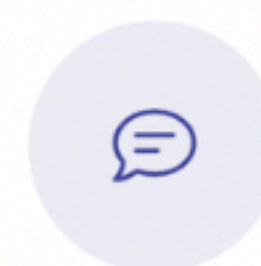
### Academic Reports

Conveniently view and download all of your child's academic reports.

Sentral Parent Portal can be accessed via the App or on a desktop at <https://moorebankhs.sentral.com.au/auth/portal>. All you need to register is the **family code** that would have been provided at your child's enrolment. If you need a new code, please contact the school on 9601 3999 and a new code will be provided to you.

More information about the Sentral Parent Portal and App can be found at <https://www.sentral.com.au/parents>.

Teachers at Moorebank High School use the Sentral Parent Portal and App to message parents one-on-one with information directly related to their child. We ask that parents also use this method to contact teachers or email the school at [moorebank-h.school@det.nsw.edu.au](mailto:moorebank-h.school@det.nsw.edu.au) and addressing the email to the relevant teacher.



Messages



# School Community Charter



## 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.

### 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.

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

© NSW Department of Education

We treat each other with **respect**

We **prioritise** the wellbeing of all students and staff

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

We work **together** with the school

Collaborative. Respectful. Communication.







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

## 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 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 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.



**Collaborative.**  
**Respectful.**  
**Communication.**

School Community Charter

[education.nsw.gov.au](https://education.nsw.gov.au)



**Collaborative. Respectful. Communication.**

