



Girraween Public School

Communicating with teachers using Seesaw

Parent Guide

The best education happens when families and schools work together. Girraween Public school staff work with parents, carers and families to create positive learning environments for students.

Our school uses the **Seesaw** platform to connect to families, to see student work and celebrate progress.

There will be times when you want to notify the class teacher, ask a question or raise an issue. We encourage families to raise any concerns with the class teacher early, so that prompt action can be taken.

Keep in mind that teachers are often dealing with many messages at once. At first, they may only have time to respond briefly. In some cases, it may be more appropriate to arrange a time to speak with the teacher by phone or in person.

All messages should be sent directly to your child's class teacher. If the message relates to another teacher, the class teacher will forward the details of your message to the appropriate teacher.

Teachers will respond to most messages between the times of 8.30am and 3.30pm on school days.

Guidelines for engagement

We commit to treating families promptly, fairly and respectfully. It helps us to understand your concerns and take action if you provide the information we need clearly and promptly. Here are some helpful tips on what to consider:

Be clear

When contacting the class teacher, it is useful to be brief and focus on the facts relevant to your issue. Although you may feel strongly about the issue, it helps to communicate reasonably, rather than emotionally.

Be polite

Speak to the teacher with respect.

Be honest

The teacher will often make further inquiries to the appropriate people.

Be realistic

Think about what you would like to have happen and whether the school can reasonably do what you are asking. As schools can be busy places, it might take some time for things to happen – be realistic about your expectations and the timeframe for schools to respond.

Be informed

It can be useful to read the Guide for parents, carers and students and other information on the NSW Department of Education's website. If there is something you don't understand, ask questions.

<https://education.nsw.gov.au/public-schools/practical-help-for-parents-and-carers>

Be cooperative

Work with the teacher and/or the school to get a positive outcome for your child.

What about my privacy?

Information relevant to the issue may need to be shared with other staff, including the principal, in order to consult with appropriate personnel and get a satisfactory result.

In accordance with the relevant legislation, parent's personal information will not be disclosed to any third party without their consent, except where required or authorised by law.