

Nicholson Street Public School – Community Communication Charter

Our Commitment to Effective Communication

“Empowering Respect, Building Resilience, and Growing Together.”

At Nicholson Street Public School, communication is guided by The Nicho Way, our commitment to a respectful, student-focused, and restorative approach. Effective communication ensures that all community members feel known, valued, and cared for, fostering a professional, inclusive, and collaborative environment.

Our key priority is:

“Communicate with care. Listen with respect. Work together.”

Purpose

At Nicholson Street Public School (NSPS), we believe respectful, timely, and transparent communication builds trust, strengthens partnerships, and creates a positive and safe learning environment for all. This charter outlines how all members of our school community, staff, students, parents, and caregivers, communicate effectively and respectfully.

Our Shared Communication Commitments

We are guided by the NSW Department of Education’s Community Charter and Code of Conduct, which state:

“All members of the school community are expected to interact with each other with respect, civility and dignity.”

— NSW Department of Education, Community Charter (2023)

“Parents and carers play an important role in the school community and have a right to be treated with respect. In turn, they are expected to treat principals, school staff and other parents with respect.”

— NSW Department of Education, Community Charter (2023)

“Staff must be fair and equitable, and ensure that decisions are made with integrity, accountability and transparency.”

— NSW Department of Education, Code of Conduct (2023)

At NSPS, we model and expect communication that is:

- **Respectful** – We speak and listen kindly, assume positive intent, and resolve concerns thoughtfully.
- **Timely** – We allow a reasonable timeframe for responses (2–3 business days) and avoid urgent expectations unless necessary.
- **Transparent** – We communicate clearly and honestly, with relevant context and constructive purpose.
- **Collaborative** – We work together with shared goals for student wellbeing and growth.
- **Solution-Focused** – We raise concerns directly with the appropriate person, with the aim of understanding and improving outcomes.

We also model and expect confidentiality. All discussions that occur within meetings are to be treated as confidential in nature. If members of our community have concerns or questions, we strongly encourage them to contact the appropriate staff member directly rather than seek information second-hand. When we lead with integrity, sensitivity, and confidentiality, we reduce anxiety, prevent miscommunication, and avoid the spread of hearsay, creating a school culture built on trust and respect.

NSPS Communication Protocol

1. Channels of Communication

Mode	Purpose
SchoolBytes – Term Calendar	All events and activities are listed here and updated regularly. Parents are encouraged to check it frequently.
Principal Weekly Update (via SchoolBytes)	Sent every Monday morning, outlining the week's priorities.
Event Updates from Staff (via SchoolBytes)	Ongoing notifications about excursions, clubs, incursions, and whole-school events.
SMS Notifications	Sent for student awards and acknowledgements on morning lines or assemblies.
Behaviour of Concern Notices	Sent directly by the Principal to families where needed.
Parent Meeting Requests	Sent by the staff member involved. Parents can also email teachers or the Principal directly with a brief outline of the concern to request a meeting.

2. Morning Lines – Student Messages

Morning lines are an important time for student-focused communication. Messages shared at this time are directed at students and designed to build student agency, independence, and responsibility. These are not messages that require direct parent communication. Rather, they reinforce student ownership over everyday routines such as:

- Wearing the correct school uniform
- Bringing a school hat and jumper
- Remembering Sport, PSSA, PE, or Library day

These opportunities are part of our strategy to develop executive functioning, responsibility, and autonomy, ensuring all students are active participants in their learning journey.

3. Meetings & Informal Chats

- Morning playground (before 9am) is a time for informal greetings only, not for check-ins. This time is vital teacher preparation time. Unless a meeting has been pre-arranged with a staff member, this allows staff to be prepared and organised ready for the meeting and then their teaching load.
- Active Supervision Times:
 - 9:00–9:15am: Classroom prep and supervision
 - 3:15–3:35pm: Dismissal supervision
- Pre-arranged Meetings: 3:35–3:45pm is available for short, pre-booked check-ins.
- Meeting Preparation: Parents are asked to share the purpose of meetings in advance. This allows staff to gather relevant data and offer effective solutions.

4. Feedback

- Termly Surveys allow families to share *warm* (positive) and *cool* (constructive) feedback on systems and processes.
- Time-sensitive feedback should be directed to the Principal first. This helps address concerns quickly, positively, and with minimal disruption to the wider community.
- **Cool Feedback** - Feedback is always depersonalised and with the aim to further refine school systems and processes, directly shared with appropriate personnel only. Come with a solutions focused mindset. Once a resolution has been sought allow all parties involved the opportunity to move on demonstrating a solutions focused mindset to our students.
- **Warm feedback** - Feedback can be shared with the personal directly and aimed at building a positive and supportive education community. Feedback is aimed at recognising strong systems and processes within the school community, where programs and practices have had a positive impact on a student or group of students. These good news stories should be shared and celebrated, reinforcing our positive school culture.

With rigorous, proactive and solutions focused feedback practices alive with our school community all members feel known, valued and cared for, sharing their voice in an appropriate manner aligned to our schools core value of 'One in all in'. This promotes a culture of trust and mutual respect, actively modelling what safe and supportive communities look like and feel like for our students, thus mirroring the Gotcha4Life value of 'Embracing Your Village'



5. Expectations for Email Response

- Please allow 2–3 business days for staff to respond.
- If the issue requires further investigation, the Principal may create a timeline and action steps.

Working Together

Our community thrives when communication is anchored in empathy, professionalism, and a shared commitment to students. We thank you for upholding this charter and contributing to a safe, strong, and united Nicho community.