




Communicating with our school

At Ripley Central State School, we believe in open communication. There may be times when you need to communicate with us when things are going well, when you would like us to consider improvements or when you have a concern. We ask that all communication is in line with our Parent and Community Code of Conduct and we offer these three main channels of communication with our school.

 Expressing Gratitude or Thanks	Raising a Concern 	 Providing Feedback & Feedforward
<p>There may be times you wish to express gratitude or give thanks to our staff team or an individual staff member.</p> <p>You may:</p> <ul style="list-style-type: none"> • Thank & talk directly with the person/people • Write an email directly to the person or via admin@ripleycentralss.eq.edu.au • Add a note to our Gratitude Jar (located in our administration) • Express thanks on Facebook/Social Media posts • 'Thank you Thursday' board - staff/students/families write messages on whiteboard in Bee Eater Breezeway before/after school. <p><i>Please note our staff are unable to accept gifts of cash, lotto tickets, scratchies or vouchers/gift cards.</i></p>	<p>There may be times you need to raise a concern with us. Raising concerns with us helps us understand how you are feeling, how you would have liked something to have been handled or something that worries you. By raising a concern respectfully, you allow us to focus on your concern, and not on your conduct. We have a form you can complete at our office, or online. We will aim to provide a response within 48hours.</p> <p>The form will ask you:</p> <ul style="list-style-type: none"> • What went wrong? OR What are you worried will go wrong? • How do you wish it had gone? OR How would you like to see it go? • What ideas or suggestions do you have for us to improve this? <p>It will also ask you to provide your name, date, child's name and class. You will also be asked to rate the level of urgency to this raised concern.</p>	<p>We welcome and invite your feedback when we have a school event (either planned or unplanned).</p> <p>We have a form you can complete at our office, or online.</p> <p>The form will ask you to detail:</p> <ul style="list-style-type: none"> • The following worked well • The following could be considered as needing improvement • Suggestions on how to improve the outcome. <p>This information helps us to learn and grow. It also provides important insight from our school community.</p>

Contact with class teachers

We also invite regular communication with your child's class teacher about your child, how they are progressing and any classroom matters. You can do this in person (best via appointment) or via email. Please allow up to 48 hours for our teachers to reply or respond to your questions or queries.

General Inquiries

For questions relating to the below specific school-based topics, please direct your questions to the appropriate email box for our staff attention.

Enrolments	enrolments@ripleycentralss.eq.edu.au
SRS – Student Resource Scheme	srs@ripleycentralss.eq.edu.au
Administration (general inquiries)	admin@ripleycentralss.eq.edu.au
Volunteers	volunteers@ripleycentralss.eq.edu.au
Matters for our Deputy Principals	dp@ripleycentralss.eq.edu.au
Matters for our Principal	principal@ripleycentralss.eq.edu.au

Parent and Community Code of Conduct

When communicating with our school, regardless of reason, we ask that you engage with us in line with our Parent and Community Code of Conduct. A copy of this is available on our school website.

Links to forms

Please visit our school website for digital copies of our Raising a Concern or our Providing Feedback & Feedforward templates. Alternatively, you can visit our school office for a hard copy.




We look forward to working with you now and into the future.



Parent and Community Code of Conduct

Supporting learning, wellbeing, and safety in our school

We welcome parents and other members of our diverse community into our school. Working together with the school community, school staff support the learning and wellbeing of every student and are entitled to a safe work environment. Parents and other visitors to our school support safety by ensuring their communications and conduct at the school and school activities is respectful.

ELEMENTS OF ENGAGEMENT	It is expected that parents and visitors to our school will:	Parents and visitors to our school demonstrate this by:
 Communication	<ul style="list-style-type: none"> be polite to others act as positive role models 	<ul style="list-style-type: none"> using polite spoken and written language speaking and behaving respectfully at all times
	<ul style="list-style-type: none"> recognise and respect personal differences use the school's communication process to address concerns 	<ul style="list-style-type: none"> being compassionate when interacting with others informing staff if the behaviour of others is negatively impacting them or their family respecting staff time by accepting they will respond to appropriate communication when they are able reporting, in writing, to discuss any concerns about their child's education – allowing staff time to prepare and addressing their time may be limited
 Collaboration	<ul style="list-style-type: none"> parents ensure their child attends school ready to learn support the Student Code of Conduct recognise every student is important to us 	<ul style="list-style-type: none"> holding one encouraging their child to understand and follow the Student Code of Conduct valuing each other's education acknowledging staff are responsible for supporting the whole school community
	<ul style="list-style-type: none"> contribute to a positive school culture 	<ul style="list-style-type: none"> speaking positively about the school and its staff not making negative comments or gossiping about other school community members, including students – in person, in writing or on social media
 School Culture	<ul style="list-style-type: none"> work together with staff to resolve issues or concerns respect people's privacy 	<ul style="list-style-type: none"> understanding, at times, compromise may be necessary considering the privacy of all school community members at all times, and understanding that the school cannot share confidential information

¹ The term 'parent' refers to parents, carers, guardians and people who exercise parental responsibility for a child.
² The term 'school community' refers to staff, students, parents, local business and community organisations and visitors to the school.