



McAuley Catholic Central School

McAuley Communications Policy 2015

MCAULEY COMMUNICATIONS POLICY

RELATED POLICIES

Welfare Policy

Complaints and Grievances Policy

PURPOSE

McAuley Catholic Central School values the partnership that exists between parents/guardians, students and staff. This partnership aims to foster academic progress, nurture student wellbeing and promote a positive school environment. This policy is designed to ensure the most relevant, respectful, accurate, reciprocal, timely and open communication occurs between parents/guardians, students and staff.

DEFINITIONS

Communication

Any contact, formal or informal, where members of the school community interact and share information and concerns about the operations of the school community. This may take the form of verbal, written, electronic or in person.

PROCEDURES

Communication between Parents/ Guardians and School

Parents play an important role in their children's education and a strong partnership between parents and school enriches the learning experience. Effective communication is vital in nurturing this partnership. The ways in which this is achieved are:

- Parents may contact the school by phone, writing a note/letter, email the office email or call in person to the primary or secondary offices.
- A yearly calendar of school events is supplied on the school website. This is posted at the beginning of each school year and updated regularly.
- A weekly newsletter is sent home with the youngest child to parents, caregivers and the community about school activities, developments and initiatives. The newsletter is also posted onto the school website.
- Official correspondence from the school (eg information letters, excursion permission notes, references) is written on school letterhead and approved by the Principal (secondary campus) or Assistant Principal (primary campus) prior to it leaving the school.
- The School website contains important information regarding curriculum, events, calendar and community involvement.
- The school Facebook page highlights upcoming events and student opportunities and achievements as they occur. This is a newsfeed only not for social interaction.
- The school web-based platform is for communication regarding curriculum enquires and issues.
- The school Community Council meets once per month. Meetings are held once a month due to the availability of members. Confirmed dates are published in school calendar and the school website.
- The Annual School Report is published on the school's website each year outlining information from the previous year. This information includes: distinctive curriculum offerings, extracurricular activities, characteristics of the student bodies, total number of enrolments, NAPLAN summary of results, patterns of attendance, staff development priorities, social climate of the school, parent/ teacher/ student satisfaction with the school, strategies used for involving parents in their child's education, staff composition and qualifications of teachers and average staff attendance.
- Comprehensive reports are issued at the end of Semester One and Two, for both Primary and Secondary campuses.

- Interviews with parents and teachers take place once a year. Primary have Three-Way Interviews in Week 8 Term 1, with an optional interview at the end of Term 2 and 4. Secondary have Parent Interviews in Week 9 Term 2, with an optional interview in Term 4.
- A term information letter is sent to Primary parents/ Guardians by Week 2 of each term informing them of the term's events and subject topics. It also contains information about important dates, liturgies and sacraments.
- Parents/guardians and family are invited to school Masses, Liturgies, sports events, Primary Assemblies, speciality days eg, Book Week Parade and Term Academic Awards Ceremonies via letters, Facebook and Newsletter.
- Kindergarten to Year 10 Information Evenings are held in Term 1 of each year to providing an opportunity for parents to meet teachers and gives them information regarding their child's class/es and their operation for the year.
- Elective evenings for secondary students are held in Term 3 to enable students and parents to make informed decisions about elective choices.
- Secondary Stage 4 Parent Information Evening is held Term 2.
- Information evenings are held to educate parents regarding new initiatives eg, Edmodo and Bring Your Own Device.
- Orientation days are held annually in July for Primary and Term 2 and Term 4 for Secondary. Transition to School day is held for the local Preschool and Child care facilities annually in July for Primary.

Guidelines of Communication between Parents/ Guardians and School

- Parents/ Guardians should contact their child's class teacher or the relevant specialist teacher if the matter involves their child or an issue of class organisation.
- Where a teacher and parent/ guardian meeting is cancelled it is the responsibility of the person cancelling to communicate with the other parties and reschedule a mutually convenient time.
- Where matters involve a third party, discussion will occur within privacy guidelines.
- During meetings, a record of the meeting will be recorded and filed.
- Teachers' emails are not to be given out, however individual teachers may share their email with parents, if the need arises.
- Teachers may email colleagues out of school hours, but there is no expectation that staff respond outside these hours.
- Teachers are to respond in a timely manner to written or phoned messages and requests for information or appointments. Calls should be acknowledged within one day and supplying written information in 2-3 working days.
- Teachers are encouraged to discuss matters of importance with parents and should ensure that the appropriate coordinator or pastoral teacher is informed about phone calls or correspondence.
- Teachers are to respond quickly to concerns raised by families, contacting them within 48 hours.
- Letters from parents must be acknowledged after consultation with the relevant coordinator or executive.
- Teachers are to keep parents who have lodged a concern informed about the progress ensure that the appropriate executive is informed about phone calls or correspondence.
- Teachers are to keep parents who have lodged a concern informed about the progress of their query and ensure they know who is taking responsibility for resolving the situation (eg teacher or executive).
- Teachers are expected to respond to emails as promptly as possible for an initial response.
- In the event of urgent matters parent/ guardians should contact the primary or secondary office staff who will ensure that the appropriate staff members are informed.
- Issues and concerns should not be discussed in front of the student or other families.

- No parent/ guardian should approach the children of other families or their parents with a school related issue or non-related issue on the school grounds.
- Sensitive matters will not be dealt with via email.
- No school related communication will occur or be entered into via any social media sites.
- Office staff are to promptly answer telephone calls using standard professional responses with a friendly manner and return telephone messages within 24 hours.
- Office staff disseminate messages to relevant staff through a pigeon-hole system, emails or verbal.
- Office staff disseminate messages to students verbally.
- Office staff respond in a timely manner to verbal or written requests for information or appointments, sending information within 2 days.
- Office staff provide a phone enrolment enquiry service between 8.30am and 3.45pm weekdays.
- The Principal is to be advised of any concerns about the lack of response to communication.

Communication between Students and School

Students play an important role in their own education and a strong partnership between students and school is vital in the improvement of student educational outcomes and their wellbeing whilst at school. The ways in which this is achieved are:

- When Primary morning assemblies take place, information is disseminated. Weekly awards are handed out at either morning assemblies or Primary Assemblies.
- Primary Student Message Board is located outside the Primary Staffroom. Secondary Student Message Boards are located in the student areas.
- Primary assemblies are held every fortnight beginning at week 3 each term. This includes acknowledgement of country and prayer.
- Secondary assembly is held every Monday to disseminate information and hand out weekly awards.
- Students from Year 3 to 10 are encouraged to check their Edmodo for important information, homework, assessment tasks and updates.
- Term Awards Assemblies and the Annual Awards Night are held in the last week of each term and students are recognised for their achievements and efforts. Parents of the students receiving an award are invited to the assembly.

Communication between Teachers, Ancillary Staff and School

Dissemination of information for teachers and ancillary staff is facilitated in a range of ways including:

- Weekly messages about events and staff changes are displayed electronically on the school's intranet daily message page.
- Primary and secondary notice whiteboards contain the term/ year's events.
- Teachers gather for prayer on Monday and Friday mornings in front of the church at 8:45am.
- Executive meetings are held each Monday from 3:40pm to 5:00pm. A schedule of executive meetings is emailed to each executive by the Assistant Principal. Minutes of the executive meetings are displayed in each staffroom and stored on the T-drive. This meeting may be rescheduled depending on the availability of executive.
- Staff meetings are held each Wednesday from 3.40pm to 5:00pm. A schedule of staff meetings, not exceeding the 10hour a term limit is published each term. Staff attendance is mandatory or on a pro-rata arrangement for part-time staff. Exceptions from meetings are at the Principal's discretion. Minutes of staff meetings are stored on the T-drive.

- It is an expectation that staff check their emails whilst at school to manage the dissemination of information. Staff must be aware of the quantity of email traffic that exists and manage it accordingly. This also applies to the sending of emails to warrant replies. They are to be marked, response required if actioning a reply.
- Staff are to phone through requests for unplanned sick leave or carer's leave to the coordinator on the morning it is required or earlier if possible. These unplanned absences are then recorded on the school's intranet daily message page prior to school beginning for that day. Absences are updated daily.
- Staff personal pigeonholes are in the Primary and Secondary staffrooms for the dissemination of information. Primary have a second pigeonhole in the Primary Office for parent letters, newsletters and absence notes. Secondary have a second pigeonhole in the Secondary staffroom for pastoral teachers. This contains information for students to be given out in pastoral classes.

Communication between Outside Agencies and School

Outside agencies need contact with the school either on an ongoing basis or intermittently. Communication with them is facilitated in the following ways:

- Referrals to the counsellor are to be completed using the form available in the Primary and Secondary staffrooms or Offices. A record of students' bookings is kept in the Primary and Secondary Offices. The counsellor attends the school on a fortnightly basis on a Thursday and Friday and reports to the Principal or Assistant Principal before she leaves on the Friday. Relevant teachers receive feedback if needed from the counsellor or executive member.
- Preschool and Child Care Centres are contacted by phone or letter to organise visits to the school.

References

Nil

Forms

Nil

Approved by:	McAuley Executive
Implementation Date:	August 2015
Policy Revision Date:	August 2018