



# St Gerard Majella School

## Communication with School Staff Policy

### PREAMBLE

There are ways parents and carers can prepare for discussions with teachers and schools to assist in achieving positive educational outcomes. Open parent communication is vital in establishing a working partnership with our school. It is important that parents and carers follow certain communication protocols to ensure a collaborative dialogue at an appropriate time. It is the responsibility of all parents and carers to ensure that they are up to date with information from the school via the many sources of communication – read the school newsletter, Parent Portal, Facebook, See Saw, etc

### POLICY

St Gerard Majella School will strive to communicate in a timely, positive and open manner with all parents and carers.

### VALUES

Dignity, Justice, Respect, Inclusivity, Fairness and Compassion.

### PRINCIPLES

St Gerard Majella School has multiple methods of communication with parents and carers.

#### ***Face-to-Face / Virtual Meetings***

Parents are encouraged to chat to school staff and get to know them. St Gerard Majella School is a warm and welcoming community.

However, if you wish to discuss anything specific in relation to your child, it is important to make an appointment and have this conversation confidentially.

Teachers are available to meet with parents and guardians at scheduled parent/teacher meetings to discuss your child's progress. Your child's teacher or school leader may also contact you to arrange a face-to-face or virtual meeting to discuss a particular issue regarding your child. If you wish to speak to your child's teacher or a school leader outside of those occasions about a particular issue, please contact the school office to arrange a meeting time with reasonable notice, so that a mutually agreeable time can be arranged.

Due to obligations for teaching, supervision, meetings and extra-curricula activities, it will be rarely possible for a staff member to meet with you immediately if you attend the school site without notice. If there is an urgent matter you need to discuss with a member of school staff, please contact the school office directly.



# St Gerard Majella School

## Communication with School Staff Policy- continued

### **Phone Calls**

All phone calls to school staff should be via the school main reception. The school reception is generally open for phone calls between the hours of 8.15am and 3.50pm.

Teachers and school leaders will ordinarily be teaching or meeting during that time and will rarely be available to speak with you immediately, but the school reception will take a message and alert the class teacher as soon as practical.

If a matter is urgent, please alert the administration officer in reception accordingly. Urgent matters include urgent health issues impacting students (eg forgotten medication), police issues or serious issues impacting student wellbeing.

For non-urgent matters, school staff, including teachers, will return your call or enquiry within two working days.

### **Emails**

Emails are a helpful way to communicate with your child's school.

For non-urgent matters, school staff including teachers will return your email or enquiry within two working days during school term time. School staff are not required to return emails at night, on weekends or in holidays and ordinarily will not be checking emails during those hours.

We would encourage parents and carers to phone the school directly regarding any urgent matters as there may be a delay in receiving emails.

### **Social Media**

School staff are not able to connect with students via social media for child protection reasons.

The name of a school is a private trademarked entity. Parents/guardians are not to set up groups in the school name on social media without consultation with and consent from the school's principal. St Gerard Majella has an authorised Facebook Community Hub which we encourage you to join. Please be mindful that any comments, etc are in line with the values of SGM.

### **Written Notes**

Parents/guardians should feel free to send their child to school with a note for the office or their teacher or via the student diary. Any messages from your child's teacher may also be communicated via the student diary, so please ensure that you check these at least once a week. Email is the preferred method of written communication.



# St Gerard Majella School

## Communication with School Staff Policy- continued

### ***Other forms of communication***

See Saw – staff will post information via this app and/or send individual messages

Newsletter – these are published each week and have essential information for parents. It is the responsibility of all parents to ensure that they are aware of the information contained in the newsletter

Class Newsletter – usually published each term

Parent Portal – online information for parents

Edsmart – notes, particularly requiring permission

***If you have a question or concern, please raise it in an appropriate and respectful manner to the person concerned.***

### EVALUATION

This policy is to be reviewed as part of the School's renewal cycle.

This policy was last ratified by School Board on 27<sup>th</sup> May 2020.

Chair Signature.....