

Communication Policy

Rationale

St Agnes School P-6 is committed to open, honest and timely communication with families. Communication is to be respectful and productive. We aim to strengthen positive partnerships between families and the school to maximise the wellbeing and learning opportunities for students.

Purpose

The purpose of this policy is to provide clear instruction for respectful communication between parents/carers and staff at St Agnes School P-6.

Responsibilities of the School

The school will use Seesaw as the primary method of communication for whole of school including classrooms. The newsletter will be published in Weeks 3, 6 and 9 of the school term accompanied by an up to date school calendar via Sway and hard copies will be provided at the front office upon request.

The school will use the Seesaw App for any notifications between newsletter publications and in particular for any emergency communications. The Seesaw App will also be used as a reminder system for some events detailed in the newsletter. Instructions on downloading and use of the Seesaw App will be made available at the beginning of each year and upon enrolment throughout the year by the class teacher.

The school will hold an email distribution list, telephone directory and postal address of parents which will be used as a tertiary form of communication.

The school will hold a Meet and Greet night at the beginning of Term 1 and a Parent Interview Week in the latter part of Term 1 each year. A second interview is available upon request in late Term 3 following report distribution in Term 2.

Classroom Communication

We expect our Teachers will:

- Provide parents with information about the Seesaw App and email communication at the beginning of each year through the class newsletter
- Communicate learning that is happening within the classroom environment each even week of the term throughout the year
- Provide Leaders/Specialist Teachers with access to their Seesaw App
- Concerns relating to student behaviour/ wellbeing will be raised via Seesaw and for matters of more concern phone calls to parents
- Respond to messages in a timely manner – messages sent after school hours will be responded to within their next working day



Responsibilities of Parents/Caregivers

We expect our parents/carers will:

- Provide up to date contact details such as email address, phone and postal address
- Download and use the Seesaw App
- Read notifications and respond as required to Seesaw and newsletter communication
- Be mindful of other parent's needs as well as teacher workload and understand that they may not receive a reply to messages sent out of school hours
- Develop close links with the school and attend as many events as possible
- Work in partnership with the school to develop the potential of their children through open communication
- Familiarise themselves with school policies and procedures which will be made available on the school website and at the front office upon request
- Understand that teachers may need time to follow up an issue brought to their attention and may need to follow up with other staff /leadership and there may be a small time delay in getting back to you
- Make pick up/ OSHC arrangements and communicate this to their child in the morning so that all parties are clear about these
- ***Contact the Front Office directly to inform the school of any changes to pick up arrangements, or urgent messages that require communicating to their child – please do not rely on teachers to read messages sent throughout the day as they are performing teaching duties.***
- Understand that Leadership and Teaching Staff will make themselves available at the earliest and most convenient time for both parties, this may mean that on the spot requests to meet may not be always accommodated and an alternative time will be offered by Front Office staff

Issues and policy breakdown

From time to time parents/carers may need closer contact with their child's teacher.

Communication with teachers is to be encouraged and the classroom teacher should be the first point of contact for any concerns. If after 1-week a resolution is not forthcoming, the front office should be contacted so an appointment with appropriate staff can be made. In any case the school will always make an appointment within 3-days of front office contact, or within 24 hours for urgent matters.

School Grievance Procedures

Schools are complex organisations. With so many members of staff, students and parents, occasionally inadequate communication leads to misunderstandings. Your concerns can usually be considered by making direct contact with appropriate personnel as soon as possible. A copy of our Grievance Policy is available on our school website.