



## St Patrick' School School to Parent Communication Protocols

### **Rationale**

Good communication is central to our community being informed about all that happens in and about our school. There are many different forms of communication used in today's schools and we encourage everyone to become fully informed.

### **Goals**

At St Patrick's School, we understand that good communication is a two-way process and needs to be regular, relevant and timely so all concerned staff, students and parents acquire details as required. We recognise and expect that everyone will, in any form of communication, adhere to respectful and polite behaviours always.

### **Implementation**

St Patrick's School will meet its commitment to engaging in successful communication through providing open and transparent information on about all our programs and procedures. These protocols outline the communication on responsibilities for the school administration, staff, students and parents to support everyone to become fully informed and to strengthen the positive school/home partnership.

### **The School will:**

- Ensure parents are informed of school events via one or more of the following methods: school newsletter, school website, term planner, a note sent home or SMS message.
- Distribute notices and information to parents within 2 weeks before a notice is required to be returned signed.
- Ensure teachers will communicate with parents regularly in the form of a class newsletter, diary note or class dojo. This will be at the classroom teachers discretion
- Respond to emails within 48 hours (school days)
- Contact parents if they have concerns for the student's welfare by a phone call
- Not deal with sensitive matters via email
- Document all formal meetings between parents and staff.
- Ensure privacy guideline are followed in regards to matters involving a third party,
- Ensure all issues or concerns are not be discussed in front of students or other families

### **Parents / Guardians will:**

- Check the website regularly, as well as every Wednesday to read the newsletter
- Ensure current contact details are provided to the school office
- Sign in to the office when they visit the school
- Inform the school of the reason for their child's absence via written note or the website absence form
- Support their child/children to establish routines around daily procedures for their communication between home and school
- Become familiar with the school's policies and procedures via the school website or contacting the school
- Contact their child's classroom teacher if they have concerns for their child's welfare or classroom management
- Ensure first contact should always be made with the teacher or staff member concerned
- Ensure all issues or concerns are not be discussed in front of students or other families
- Not deal with sensitive matters via email

### **Students will:**

- Hand or give notices promptly to either their parent or teacher
- Speak to their teacher if they are experiencing difficulties in the playground or they witness somebody having problems or notice damage in the playground

Developed: 2017

Review:

2018