

ASSUMPTION CATHOLIC PRIMARY SCHOOL



Communication Procedure

EFFECTIVE DATE:	January 2023
DATE LAST UPDATED:	January 2023
FREQUENCY OF REVIEW:	Every Two Years
DATE FOR REVIEW:	January 2025

INTRODUCTION:

Assumption Catholic Primary School is committed to open, transparent and effective communication and we value the partnership that exists between parents/caregivers and staff. This partnership aims to foster academic progress, nurture student well-being and promote a positive school environment. It is therefore in the interests of the whole school community that communication between parents/caregivers and staff is open and respectful. This procedure is designed to ensure the most effective and consistent communication between staff and parents/caregivers and vice versa.

PRINCIPLES

Assumption Catholic Primary School understands the importance of clear and concise communication and we aim to create a culture which encourages effective two-way communication between staff and parents/caregivers. As staff and parents/caregivers, our role is to resolve any issues or concerns to ensure the academic, social and emotional wellbeing of our students. As such:

- Respect and dignity must be at the core of all communications.
- Issues of concern are best shared when they first arise, following *Appendix One*.
- Sensitive matters are best dealt with face to face.
- The School acknowledges the professionalism and integrity of our staff and respects their right to work in an environment that is safe and supportive.
- The School is committed to promoting open and respectful communication between parents/caregivers and staff.
- Discussing issues or confronting staff in front of students is never acceptable and vice versa for parents/guardians.
- Where matters involve a third party, discussion will occur within privacy guidelines.
- Early and regular communication with parents/caregivers will build relationships and generate trust.

PROCEDURES

Parents and caregivers must ensure the school has a current email address and telephone numbers.

Whole School Communication

Electronic communications will be the primary means of communicating with the school community:

1. Seesaw for class related information.
2. SEQTA email and SMS for whole school related information.
3. Facebook for school promotions.
4. Newsletter and Assumption Happenings for weekly school updates.
5. Website for all general school information.

Parents/caregivers can support the School and their child by:

1. Keeping staff updated on new or changed information concerning their child's needs and individual situation.
2. Regularly checking Seesaw.
3. Emailing absentees to admin@assumption.wa.edu.au
4. Only contact staff through the CEWA email address and refrain from requesting personal email or mobile telephone numbers.

Some of the ways that staff will communicate with parents/caregivers include Seesaw, Parent Information Night, Parent-Teacher Interviews at the end of term one, reports, telephone, email and in person contact. Seesaw is the primary Teacher to Parent classroom communication tool.

Parent to Staff Communication

The classroom teacher/specialist teacher is the first point of contact for all matters related to your child's achievement or wellbeing. The class teacher is the person most knowledgeable in regard to the student. Parents who call the office to discuss an issue related to their child will be directed to meet with the classroom teacher in the first instance. If a concern or issue remains unresolved, it will be directed to an Assistant Principal for follow up.

- Parents must access Seesaw for all classroom communication.
- Parents may email classroom teachers to arrange an appointment to discuss concerns in person or over the phone. Parents must include a brief description of their concerns to allow staff adequate time to collect pertinent information.
- Parents/caregivers should allow 48 hours (Monday to Friday) for a reply to any communication. Parents/caregivers should appreciate sometimes a delay in reply may be experienced, due to staff absences or illness. Allowances also need to be made for staff that work part time.
- Staff will respond to emails between the hours of 8.00am and 4.00pm, Monday to Friday. No emails will be sent over the weekend or during school holidays.
- All matters regarding afterschool pickup should be directed to the school administration.

- Staff will record actions that have been agreed to as part of a meeting or conversation and these will be followed up with as agreed.
- A record of any important telephone calls/meetings must be recorded by staff on SEQTA.
- The time between 8.25am - 8.45am is not an appropriate time to discuss matters other than general housekeeping, due to the teacher's duty of care requirements.

The teacher and parent/caregiver know the student best and can partner to resolve most concerns in a timely manner, however, sometimes specialist teachers, the school psychologist, administration or other professionals will be accessed for their expertise.

Staff to Parent Communication

- When there is a concern for the academic progress of a child, parents/caregivers should be contacted by a staff member to organise a meeting seeking their input.
- During the reporting period, parents/caregivers will be notified prior to a child receiving a D or E grade by the class teacher.

Written correspondence is a direct reflection of professionalism. To streamline communication throughout the school:

- All correspondence sent out as a hard copy must be on the school letterhead. (Tshare/Letterhead)
- Letters sent through email via SEQTA will automatically go onto letterhead.
- Correspondence must be proofread by your Assistant Principal Line Manger. A hard copy needs to be given to the office, so they are informed if parents call.
- A minimum of two weeks' notice must be given to parents for all events in the school. As such, letters to Line Manager requires three weeks' notice.

All correspondence must be written in the following format:

- Century Gothic font size 11
- Right and left justified
- The date is to be written as follows: 12 January 2023 (no ordinal numbers)

The school email signature and banner must be attached to all emails.

Staff to Staff Communication

Staff Newsletter: (Tshare/Staff Newsletter)

- An electronic staff newsletter will be placed on TEAMS every Friday afternoon at 3pm for the following week. This newsletter will outline any events, issues or messages that staff need to be aware of.
- The staff newsletter is a two way communication tool. Staff coordinating events must place these in the staff newsletter.
- Staff must read the staff newsletter early in the week so that they are kept informed of events around the school.
- Staff must indicate with a "thumbs up" when read.

TEAMS:

- TEAMS is a professional forum only.
- Ensure you are using the right TEAM before posting.
- If all staff do not need to know, use the CHAT function and tag people directly.
- Thumbs up when you have read.

Video Conferencing

- Join on mute.
- Enable video to maintain focus.
- Use the chat function to ask questions as you go.

Staff Expectations

- TEAMS messages and emails should also be checked at least at the beginning and end of every day.
- Please save all documentation on shared drives in the following way: Year/Initials/Document Name. *23 MS Back to School Memo*
- The following resolution hierarchy should be followed for all issues and concerns:
 1. Staff member involved – generally this would be the classroom or specialist teacher.
 2. Assistant Principal (if required)
 3. Principal (if required)

SEESAW Expectations for Staff

Assumption Catholic Primary School uses the online programme Seesaw as the primary form of feedback and communication to parents from Kindergarten to Year Six.

The Seesaw programme allows educators to take photos and videos of children and their work, analyse the learning that is occurring and provide feedback to parents in a timely manner. This enables family sharing about their day where children can use prompts from the photos provided to explain their learning. The programme also allows parents to comment on their child's learning experiences.

Teachers are responsible for recording images and providing feedback to parents about their children. Such posts may include other children working in the group activity with the particular child, a child's work sample, video of a class activity or any other classroom eventful stop.

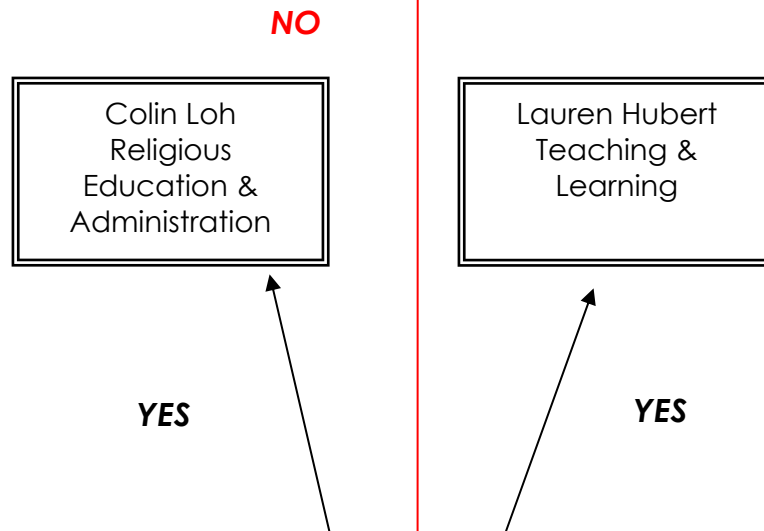
Any messages that are class related, are to be sent out on Seesaw.

Please ensure:

- Formalities are maintained
- Answer and post messages only between the hours of 8:00 AM and 4:30 PM Monday to Friday. Messages outside of this time can be scheduled.
- Respond within 48 hours.
- Add the Principal and your Line Manager as an administrator to your page.
- Absentees are not logged via Seesaw.

- Children are trained from Pre Primary to upload their work. QR codes can assist this process very easily.
- Work samples or photos of each child to be uploaded at a minimum of three times a week per child.
- Teachers to send out a brief weekly communication to parents at the beginning of the week keeping them informed of what the children are learning/what is happening in your classroom that week.

ASSUMPTION CATHOLIC PRIMARY SCHOOL Line Management Process



***Is my issue related specifically to
Religious Education, Curriculum or
Administration?***

NO

Please see your
child's Classroom
Teacher first.

YES

***Is my issue related specifically to my
child's achievement or wellbeing?***