

ASSUMPTION CATHOLIC PRIMARY SCHOOL



Communication Procedure

EFFECTIVE DATE:	January 2023
DATE LAST UPDATED:	August 2025
FREQUENCY OF REVIEW:	Every Two Years
DATE FOR REVIEW:	January 2026

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. SEQTA Engage Forum for class related information.
2. SEQTA Direct Message for contacting individual parents and carers.
3. SEQTA email and SMS for whole school related information.
4. Facebook for school promotions.
5. Newsletter and Assumption Happenings for weekly school updates.
6. 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 SEQTA Engage Forum and Direct Messages.
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 SEQTA, Parent Information Night, Parent-Teacher Interviews at the end of Term One, reports, telephone, email and in-person contact. SEQTA Engage Forum 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 SEQTA Engage Forum **for all classroom communication to and from the teachers.**
- 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, 8.00am-4.00pm) 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 after school 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 8.30am - 8.45am is not an appropriate time to discuss matters other than general housekeeping, due to the teacher's duty of care requirements.
- Please note, written communication with the Executive Leadership Team **is via email only. SEQTA Direct Messaging boxes for the Executive Leadership Team are not monitored.**

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.

Communication with the Executive Leadership Team should follow the established Line Management process (refer to Appendix One).

This process is as follows:

- **Classroom Teacher:** Initial queries or concerns should be directed to the relevant classroom teacher.
- **Assistant Principal:** If the matter remains unresolved, it should then be escalated to the appropriate Assistant Principal, depending on the nature of the issue (e.g. Religious Education, Curriculum, Years 3–6).
- **Principal:** If further resolution is required, the matter may then be referred to the Principal.

Adhering to this process ensures clarity, consistency, and appropriate support at each level.

Staff to Parent Communication

- Staff will attempt to contact parents/caregivers in-person or by phone call in the first instance, when needing to discuss students' pastoral, behavioural or academic concerns.
- Where unable to make direct or phone contact, staff may contact parents/caregivers by SEQTA Direct Message. This may also apply where appropriate at the staff member's discretion.
- 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 by phone, or in-person, prior to a child receiving a D or E grade by the class or specialist teacher.

Appendix One:

ASSUMPTION CATHOLIC PRIMARY SCHOOL
Line Management Process

