

# St Joseph's Primary, NAMBOUR



## Home-School Communication Guidelines

### PURPOSE

Good communication between home and school is a dual responsibility shared by parents and staff. The school communicates regularly with parents in a number of ways through newsletters and emails as well as meetings and interviews with the Parent Portal being the main hub of communication. To assist parents in knowing who and how best to communicate, we provide the following guidelines.

### GUIDELINES

We are committed to positive, open and respectful relationships which are important to our school community. When anyone in our community has a cause for concern, we are committed to dealing positively with concerns in a timely manner, fairly and as harmoniously as possible. Our children learn from the adults in their lives; this process models for them the most productive and collaborative way of living and learning together.

1. First identify who the most appropriate person is to respond to the matter. Apart from P&F matters, **the first person parents are asked to make contact with is the classroom teacher** who will be able to refer you on to other support personnel if needed.
2. Communicate with that person to make a suitable time to discuss the matter. Meeting arrangements can be made through a phone call or an email. The staff member will respond to your request as soon as it is possible to do so. Please note that teachers are unable to speak with a parent during teaching time so 'catching (someone) on the run' is not optimal for effective communication.
3. Addressing matters of concern should be done face-to-face rather than by email. It is never appropriate to use emails or any social media platform to vent in an emotional manner.
4. Staff are committed to responding to emails in a timely manner, however we respect that staff are not expected to respond to emails outside of working hours or on weekends. Staff generally read emails twice a day – before & after school.
5. When meeting, come prepared with facts or questions. These may be given to staff prior to the meeting to allow them time to gather information / data to be able to respond most effectively. Be prepared to listen to all points of view as often we don't have all the facts.
6. Under Student Protection Guidelines, parents are not permitted to approach children in the school to address issues. Should parents have concerns about a child other than their own, then this needs to be done through the class teacher or member of the Leadership Team. It is also unhelpful and not appropriate to make direct contact with other parents regarding the school matter.

7. The following is a guide for whom you may be referred to by your child's teacher...

Learning Support staff – for concerns about your child's learning development including medical issues.

Guidance Counsellor – for social, emotional and/or behavioural concerns, family support including illness and bereavement.

Assistant Principal: R.E. – for issues relating to Religious Education (programs, liturgies, sacramental programs), behavioural issues particularly when children from more than one class are involved.

Specialist teachers – for any issues pertaining to their specific role in the school – Music/The Arts, Indonesian and Physical Education.

Principal – for any issues pertaining to policies, procedures, grievances, disputes or when you are unsure whom to speak with or when you feel you may not have been 'heard' by someone else.

Please note the following extract from BCE's Staff Code of Conduct -  
*Employees must not interact with, respond to "Friend requests", "like" a post or image or "follow" students on Social Media. Employees must take all reasonable steps to adjust their privacy settings to prevent or "block" students interacting with them on Social Media.*

## **REFERENCES**

BCE Student Protection Policy  
BCE Privacy Policy  
BCE Staff Code of Conduct  
BCE Complaints Management Policy  
Parent facebook Guidelines