



ORANA CATHOLIC PRIMARY SCHOOL

Communication Guidelines

Sources of Authority	
CECWA Policy	Community
Executive Directive	Code of Conduct

1. Rationale

Parents and carers play an important role in their children's education and a strong partnership between parents and the school enriches their learning experiences. Good communication is central to our community being informed about all that happens in and about our school. The many different forms of communication used in society encourage everyone to become fully informed.

2. Scope

These guidelines apply to all Orana Catholic Primary School staff members and family members.

3. Aims

At Orana, we understand that good communication is a two-way process and needs to be regular, relevant and timely so all concerned, be they staff, students or parents, acquire details as required. We recognise and expect that everyone will, in any form of communication, always adhere to respectful and polite behaviours. Successful communication enhances outcomes for the school community.

4. Protocols

Orana will meet its commitment to engaging in successful communication by providing open and transparent information about all our programs and procedures. These protocols outline the communication responsibilities of staff, students, and parents to support everyone in becoming fully informed and strengthening the home and school partnership.

Staff Responsibilities:

- Acknowledge parent communication with a reply within 24 hours between the hours of **8am – 5pm** on a school day. No expectation to respond over weekends. Part-time staff respond on days of work.
- Ensure parents are informed of school events via one or more of the following methods: email/SEQTA (formal), Seesaw, school website, school newsletter or class representatives.

- Contact parents via phone for child-focused discussions. Email or Seesaw to arrange a meeting if there is a student concern.
- Notify office staff of upcoming events for input into the active school calendar.
- Clearly communicate expectations to parent helpers (sign in at the office, wear a badge, confidentiality, etc).
- Parents to acknowledge their commitment to confidentiality during the signing in process.

Parents/Carers will:

- As per the Code of Conduct, contact their child's **CLASSROOM TEACHER** if they have concerns for their child, either by email, Seesaw or phone call to schedule a meeting. (Teachers will acknowledge parent communication within 24 hours between the hours of **8am – 5pm** on school days.)
- **Contact class and specialist teachers** as the **first point of contact** for any communication regarding their child. If an issue has not been resolved with the class teacher/specialist teacher, parents are to contact the office to arrange a meeting with the relevant Assistant Principal. Contacting other parents is a breach of the Code of Conduct. Staff will communicate directly with relevant parents.
- Check the website and calendar regularly and read the school newsletter.
- Ensure current contact details are provided to the school office.
- Sign in at the office when they visit.
- Become familiar with the published school-based guidelines and procedures via the school website.
- Inform the school of the reason for their child's absence via the link on the website.
- Follow the confidentiality requirements and direction of the class teacher when assisting as a parent helper.
- Use the Orana P and F Association social platforms for information and details on community events and initiatives. These forums are not for communicating concerns.

Students will:

- Speak with teachers if they are experiencing problems and follow Restorative Practice guidelines.
- Speak to a duty teacher if they are experiencing difficulties in the playground or witness other students having problems or notice damage in the playground.

Authorised by	Dee Johnston		
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