

# Sacred Heart School Communication Procedure



## 1. PURPOSE

This procedure aims to describe Sacred Heart School's approach to implementing the Sacred Heart School Communication Policy. This procedure ensures that there is clear and effective communication with all parents and the broader community.

This procedure must be read in conjunction with *Sacred Heart School Communication Policy* and the *Brisbane Catholic Education Student, Parent and Guardian Complaints Management Policy*.

## 2. RESPONSIBILITIES

### 2.1 General requirements

Sacred Heart School expects that staff, parents and carers behave in a manner consistent with our Catholic values.

Communication with the school is important and encouraged. Staff have many duties which extend beyond the normal school day. During the school day, teachers are expected to be principally engaged in teaching duties. Before the commencement of the school day, teachers will be involved in lesson preparation and meeting and greeting students. Parent meetings must be scheduled to take account of the many other demands teacher have each day.

If a parent/carers would like to raise a concern or make a complaint, they are directed to the *Student, Parent and Guardian Complaints Management Policy*.

1. In the first instance, the student, parent or guardian talks with a teacher or other school employee and works together to resolve the complaint.
2. If the matter cannot be resolved, the student, parent or guardian talks with a senior school employee, e.g. Assistant Principal Administration (APA) or Assistant Administration Religious Education (APRE). They work together to resolve the complaint.
3. If the matter cannot be resolved, the student, parent or guardian talks with the Principal and work together to resolve the complaint.

### Issues arising between students and families

Parents and carers should not approach any student or their parents with a school-related or non-school related issue on the school grounds. Such matters must be addressed to the Principal or Assistant Principal and not discussed with other persons.

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## 2.2 Roles and responsibilities

Role	Responsibilities
School	<p><b>Parent Portal</b></p> <ul style="list-style-type: none"> <li>The school posts a range of documentation available to parents/carers, including our policies, improvement plan, previous newsletters and P&amp;F Association information on the Parent Portal.</li> </ul> <p><b>School App</b></p> <ul style="list-style-type: none"> <li>The school utilises the BCE School Connect app to send out alerts and information to parents.</li> </ul> <p><b>Newsletters</b></p> <ul style="list-style-type: none"> <li>The school sends a newsletter to parents fortnightly via the BCE Connect App. It contains general details of school events and activities.</li> <li>Parents/carers will be sent out a BCE Connect App alert to give urgent information, e.g. school closure, cancellation of an event.</li> </ul> <p><b>Email</b></p> <ul style="list-style-type: none"> <li>We encourage parents to email <a href="mailto:pbooval@bne.catholic.edu.au">pbooval@bne.catholic.edu.au</a> for general enquiries. This would be appropriate where enquiries are not deemed urgent by the parent, e.g. seeking clarification of a school event or general question.</li> <li>Teachers provide their BCE (not personal) email addresses at the beginning of each school year or to families who arrive throughout the year.</li> <li>Parents should expect to receive a response to an email within 48 hours. More urgent matters should be addressed to the school office by telephone.</li> </ul> <p><b>Parent Information Sessions</b></p> <ul style="list-style-type: none"> <li>Sessions are held at the beginning of each school year.</li> </ul> <p><b>Telephone</b></p> <ul style="list-style-type: none"> <li>We encourage parents to phone the school on 3282 1976 when enquiries are deemed urgent by the parent.</li> </ul> <p><b>Absences</b></p> <ul style="list-style-type: none"> <li>Please notify the school as soon as possible if your child is unwell, will be late because of an appointment or if you know your child will be away from school. Please refer to the school’s attendance policy for more information.</li> <li>Students arriving late to school need to be brought into the office by an adult to be signed in.</li> </ul>

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School	<p><b>School Diary and Calendar</b></p> <ul style="list-style-type: none"><li>The school diary contains a range of specified information to give parents a complete picture of routines at our school. The student diary is taken from school to home each day and provides the platform for any daily communication needs between the teacher and parents. Diary notes and letters should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion.</li></ul> <p><b>Parent/Carer – Teacher Interviews</b></p> <ul style="list-style-type: none"><li>We hold meetings to discuss your child’s progress with parents twice during the year. During these sessions, student progress is discussed, and parents have the opportunity to discuss any issues and concerns they may have regarding their child’s progress. These interviews generally have 10 minutes, and this time frame must be adhered to as often there are other parents waiting for their interview. If further matters need to be discussed, the correct procedure is to arrange another suitable time (as per the methods outlined above) to meet with the teacher.</li></ul> <p><b>Additional Support Meetings</b></p> <ul style="list-style-type: none"><li>When children have additional learning needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly.</li><li>We welcome the presence of any other adult the parent/carer wishes to invite to a school meeting for support or to act as an interpreter. We will also make any reasonable adjustments to our arrangements if this will enable a parent with a disability to attend/participate fully in a meeting at our school or to receive and understand a communication.</li></ul> <p><b>Report Cards</b></p> <ul style="list-style-type: none"><li>Each semester an electronic report card is available on the Parent Portal. This is a formal document and contains information relating to all academic areas covered during the course of the semester.</li></ul> <p><b>Personal Learning Portfolios</b></p> <ul style="list-style-type: none"><li>These portfolios form another avenue for regular communication with parents/carers. The portfolio contains evidence of learning that will inform a teachers’ judgment for the End of Semester Report Cards.</li></ul> <p><b>School Sign</b></p> <ul style="list-style-type: none"><li>An electronic school sign is located on Cothill Road and displays notices and current information about school happenings.</li></ul> <p><b>Facebook Page</b></p> <ul style="list-style-type: none"><li>The school regularly post information on the school’s Facebook page.</li></ul>
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Parents, Carers and Guardians	<ul style="list-style-type: none"><li>• Regularly read the key communications issued by the school, e.g. Newsletter, Parent Portal, BCE Connect App, school diary.</li><li>• Raise issues or concerns at the earliest opportunity with the school in the appropriate manner.</li><li>• Act on the communication, e.g. sign electronic permission forms, attending a special meeting.</li></ul>
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### 3. PROCEDURE

When a parent/carer wishes to contact a staff member to discuss matters relating to their child, the procedure is to contact the teacher or employee involved, giving a brief outline of the issue. Contact should be made using one of the following approaches:

1. Contact the school, either by phone or coming to the office personally, and ask a school secretary to arrange for the teacher or staff member to contact you to arrange a suitable meeting time. Teachers are not available to answer phone calls or come to the office during teaching time or whilst on duty.
2. Contact the appropriate teacher or staff member in writing via the diary or email, asking them to organise a suitable meeting time.
3. Speak briefly with the appropriate teacher or staff member, either before or after school hours (not at a time when teachers are teaching or on duty) and ask them to arrange a suitable meeting time.

### 4. PERFORMANCE

This procedure will be monitored as required or every four (4) years).