

Communications Guide

St Mary's Catholic Primary School staff are in a privileged position to be walking the journey with parents to provide the best possible education for their students. 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, class notes as well as meetings and interviews. Parents are invited to communicate with the school when it is necessary to do so. To assist parents in knowing who and how best to communicate, we provide the following guidelines.

Depending on the concern or question that a parent may have, the following process should be used:

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. Below shows this. The School Leadership Team refers to Inclusion Support Coordinator, Curriculum Coordinator, Religious Education Coordinator, Deputy Principal and Principal.

Classroom/Playground Matter

1. Class Teacher
2. Deputy/Principal

Learning Support Matter

1. Class teacher
2. Inclusion Support Coordinator

Religious Education Matter

1. Class Teacher
2. Religious Education Coordinator

Parents and Friends Association Matter

1. P&F President or Vice President
2. Principal

Social/Emotional Matter

1. Class Teacher
2. Pastoral care and Wellbeing leader

Curriculum Matter

1. Class Teacher
2. Curriculum Coordinator

Finance Matter

1. Finance Officer
2. Principal

Administration Matter

1. School Secretary
2. Principal

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.



It is always best practice to address the matter in person, however a phone call will suffice if that is not possible within a reasonable timeframe. Emails are not effective for processing a grievance, as face-to-face discussion is essential for resolution. It is not appropriate to use emails to vent in an emotional manner under any circumstance.

- 3.** When meeting, come prepared with facts or questions. These may be given to staff prior to the meeting to allow them time to gather data to be able to respond most effectively. Be prepared to listen to all points of view, as often we do not have all the facts.
- 4.** Should parents have concerns about a child other than their own, then this needs to be addressed through the class teacher or member of the Leadership Team or Principal. Under Student Protection Guidelines, parents are not permitted to approach children in the school to address issues. It is also unhelpful and not appropriate to make direct contact with other parents regarding the school matter.
- 5.** The table above outlines the personnel who are in the first instance, most appropriate to contact. Should a parent believe that the matter has not been resolved after meeting with this person and allowing for a reasonable amount of time or opportunity to respond, then the Principal, or Deputy Principal in the Principal's absence, is the next person to contact.
- 6.** Catholic Education Services has a Policy on "Maintaining Right Relations Grievance" which can be enacted upon should parents believe they need to.

This series of steps can successfully facilitate full and fair discussion of all points of view surrounding an issue and quickly lead to satisfactory outcomes for all involved.

We at St Mary's Catholic Primary School 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.