



Francis Jordan Catholic School Communications Policy

Francis Jordan Catholic 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 policy is designed to ensure the most effective and consistent communication between staff and parents/caregivers and vice versa.

PRINCIPLES

- Francis Jordan Catholic 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.
- At Francis Jordan Catholic School, we believe that 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/children.
- Respect and dignity must be at the core of all communications.
- Issues of concern are best shared when they first arise, following the hierarchy outlined in the procedures section.
- Sensitive matters will not be dealt with via electronic communications.
- The School acknowledges the professionalism and integrity of our staff and respect 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/caregivers must ensure the school has a current email address, and telephone numbers. Parents must access Class Dojo for all classroom communication.

STAFF TO PARENT COMMUNICATION

- Some of the ways that staff will communicate with parents/caregivers include:
 1. Class Dojo
 2. Parent Information Night Information Booklet
 3. Parent-Teacher Interviews at the end of Term One
 4. Portfolios – Semester One and Semester Two
 5. Reports – Semester One and Semester Two
 6. Telephone contact
- Parents/caregivers should allow 48 hours (Monday to Friday) 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 email between the hours of 7.30am and 5.00pm, Monday to Friday. No emails will be sent over the weekend or school holidays. All matters regarding afterschool 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.
- Electronic communications will be the primary means of communicating with the School community;
 1. Class Dojo for class related information
 2. SEQTA email and SMS for whole school related information
 3. Facebook for school promotions
 4. Newsletter for fortnightly school update
 5. Website for all general school information

- A minimum of one Class Dojo message will be sent by class teachers per week in 2019 and a minimum of two per week in 2020.
- 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 prior to a child receiving a D or E grade by the class teacher.
- 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 Class Dojo
 3. Emailing absentees to admin@fjcs.edu.au
 4. Only contacting staff through the CEWA email and not requesting personal email or mobile telephone numbers.
- Where an appointment is cancelled or missed, it is the responsibility of the person cancelling or missing the appointment to communicate with all other parties and reschedule a mutually convenient time.
- First contact should always be made with the teacher or staff member concerned. Parents/caregivers are advised to contact their child's class teacher or the relevant specialist teacher if the matter involves their child or an issue of class operation. The class teacher is the person most knowledgeable in regard to the student.
- Parents/caregivers are encouraged to raise any issues or concerns in a timely manner.
- The following resolution hierarchy should be followed for all issues and concerns:
 1. Staff member involved – generally this would be the classroom or specialist teacher
 2. Assistant Principal (if required)
 3. Principal (if required)
- As morning drop off and afternoon pickup times is a busy time for the teacher, email or Class Dojo message, is the preferred method to request a meeting or to request further clarification of a small issue.
- The time between 8.30am - 8.40am is not an appropriate time to discuss matters other than general housekeeping due to the teacher's duty of care requirements.

- Prior to arranging a meeting, we ask parents to outline the reason/s for the meeting so the staff member can adequately prepare.
- 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.
- Guidelines for staff sending hard copy correspondence:
 1. All correspondence sent out as hard copy must be on the school letterhead.
 2. Letters sent through email via SEQTA will automatically go onto letterhead.
 3. Correspondence must be proof read by your line manager. A hard copy needs to be given to the administration officer to be kept in the office, so they are informed if parents call.
 4. A minimum of 2 weeks' notice must be given to parents for an excursion
 5. All letters must be in the following format.

Date: Day (no ordinals) Month, Year

Dear Parents or <name> ,

Font: Verdana

Font size: 10

Text needs to be left and right justified

Regards (no comma)

Released 2019

Date for review: