



St Kieran's Communication Policy – between School and Parents

Objectives

To ensure:

- That effective communication between school, families and other relevant community members takes place.
- That processes are in place that allow for respectful and professional communication among school community members.
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations.
- That clear, positive and fair processes are provided so that issues or concerns can be aired and resolved in a timely and effective manner.
- That a positive, respectful and spiritual school environment is maintained throughout all forms of communication.

Communication Tools

Parent Portal: This web portal gives you access to everything you need to know about your child at St Kieran's. You can view calendars, policies, daily announcements, teacher contact details, forms and school notes. Most importantly, you can update your contact details and notify the school of student absences. Student Academic Reports are only available via the Parent Portal.

BCE Connect App: Families can access important school information via BCE Connect, our mobile app for parents. This app makes it easy to get school information anytime, anywhere and is free to download and use. You can submit a student absentee, view 'private' announcements, calendars, forms, documents, newsletters and the school contact directory. Most importantly, you will receive our reminders and emergency status via 'push notifications'.

School Newsletter: A link to access the newsletter will be emailed to parents fortnightly during each school term and is also available on the website, parent portal and BCE Connect app. We recommend parents view newsletters online to have easy access to linked information.

St Kieran's Calendar: A complete electronic calendar lists important events such as sports carnivals, class assemblies, Liturgies and Masses.

Facebook: St Kieran's Facebook features the day to day life of the school.

Website: Our website, www.stkieranbrighton.com.au is continually updated with news and information. Parent and Student Portals are linked from the home page.

SMS Messaging: St Kieran's uses SMS messaging to notify parents of unexplained student absences or in case of emergency. Please ensure at least one current mobile phone number is listed.

Year Level Curriculum Overviews:

An overview of teaching and learning taking place in each year level will be sent home at the start of each term. This is to be saved on the parent portal and communicated to parents via a push notification.



Class / Year Level Newsletters:

A term newsletter is prepared by teachers. Weekly information is sent home for Prep students whilst parents become familiar with school processes. Weekly "What is On" sheets are discouraged in other years because parents can find the information on the School Portal. Any information that is sent home to parents needs to be saved on the Parent Portal and communicated electronically via a Push Notification.

Assembly: A weekly messages assembly is held each Tuesday and this is an opportunity for important messages to be communicated to students and parents. A fortnightly class assembly is held on Thursday morning. This is an opportunity for classes to share their learning with the wider community. At this time, key areas of focus across the school are re-iterated and positive student attributes are recognised through our Learners of the Week.

Student Report Cards: Reports are issued at the end of each semester and can be located on the Parent Portal. This allows teachers to communicate important information about each child's individual learning.

Parent/Teacher Interviews: Interviews are conducted throughout the school year in term 1 and 3.

Celebration of Learning: Student learning is celebrated twice per year and classrooms are opened so students can show their learning with their families. Dates of these events are on the Parent Portal and will also be communicated to families via the school newsletter.

Pastoral Parents: Each class has a parent representative who is responsible for the pastoral care of the families in their class. Pastoral Parents are also responsible for moderating and communicating information via the year level Facebook pages.



Implementation of Communication Policy

It is our recommendation that in the first instance parents contact the class teacher for assistance, support and clarification. The Principal and APRE should only be contacted if parent concerns be unsatisfactorily resolved with the class teacher.

Communication of Events and Classroom Learning to Parents

- An electronic newsletter is sent home once a fortnight to all families.
- Photos, video clips /reports of learning are to be put into the newsletter. Each class is responsible for reporting on learning once per year in the School Newsletter. Teachers are to give the relevant information to the Office Staff who place it in the newsletter. This information may also be used for Facebook where applicable.
- Information and reports about the Leadership Ministries is to be place in the electronic newsletter.
- Whole school e-mails are sent home on the alternative Tuesday to the newsletter as much as possible so that parents are not bombarded with e-mails
- Teachers in Prep and Year 1 have the option to send home a "What is On" information sheet. Parents from Year 2 – 6 are encouraged to use the Parent Portal to access whole school and year level information.
- Where possible students are encourage to report on their learning to parents ie blogs, information night
- Parents are encouraged to volunteer in classrooms as much as possible
- Letters with permission slips are sent out as a hard copy so that parents can return the slip.
- Copies of all letters sent home are found on the Parent portal. They are archived every term.
- Copies of all letters send home can be found on the School Portal in the office folder

Amendments to Events

- Changes to dates and times of events are to be communicated via push notification and e-mail.
- Office staff are responsible for communicating whole school events from the office.
- Teachers are responsible for notifying parents of changes to class happening

Procedure for Parents Contacting a Teacher

When a parent wishes to contact a teacher to discuss matters relating to their child the following process is recommended:

- If urgent, parents are to telephone the school office immediately, briefly outline the urgent matter, and our administration staff will advise the teacher to return the parent's phone call outside of learning time.
- Email is the preferred method to arrange a suitable time to meet and discuss the matter with your child's teacher.

Responding to Parent Communication

Our teachers are required to respond quickly to parent emails and messages in the following ways:

- Teachers will respond within 24 hours during Term time only. Teachers need to set out "Out of Office" during school holidays on outlook. Teachers are requested not to respond to parents e-mails during school holidays, rather to draft response to be forwarded once school resumes.
- Supply written response within 24 to 48 hours of email being received. Weekend and holidays excluded.
- Pass all relevant information to the Principal or APRE if the concern cannot be dealt with satisfactorily by the teacher.

Procedure for Teacher Contacting a Parent

- Teachers should contact parents if they want to arrange a meeting, incident at school including behaviour coaching or to give positive feedback
- Face to face conversations are the preferred method of communication. If this is not possible, phone calls required. Contact parents via e-mail, apart from arranging a meeting, is discouraged.



Procedure for Escalation

Should parent concerns be unsatisfactorily resolved with the class teacher or requires direct communication with our Leadership Team, then the following process is recommended:

- If urgent, please telephone the school office immediately, briefly outline the urgent matter, and our administration staff will redirect your call to either our Principal or APRE. If the Principal or APRE is unavailable, a message will be taken and they will return the parent's phone call within 24 hours.
- If the matter is not urgent, email is the preferred method to arrange a suitable time to meet and discuss the matter with either our Principal or APRE. Your email will be responded to within 24 – 48 hours of being received.

Procedure for Issues Arising Between Students and Families

At St Kieran's we do not condone parents approaching the children of other families or their parents with a school related or non-school related issue. Such matters should be addressed to the Principal, APRE or class teachers and not discussed with other persons.

Confidential Information

Brisbane Catholic Education is bound by the Privacy Act (1988) and has adopted the thirteen (13) Australian Privacy Principles. A privacy statement detailing Brisbane Catholic Education's practices and procedures for the use and management of the personal and sensitive information it collects and records can be accessed on our school website. Alternatively, a hard copy of the statement may be provided on request.

Electronic Media

Adult members of the community are responsible for modelling healthy and respectful use of social media and that negative talk about individuals (teachers, staff, parents, families or students) should always be discouraged.

Procedure for Communication by Staff

- School office staff in liason with the APRE are responsible for notifying parents of whole school events such as swimming or date changes for whole school events via the newsletter, e-mail, Daily Announcements and Parent Portal.
- Specialist staff will send out information regarding PE and Music.
- Class teachers are responsible for notifying parents of events that affect their classroom.
- Positive communication is encouraged at all times.
- Teachers are also required to contact parents via phone for daily issues.
- The office staff will print out head lice notices where required and teachers are to distribute this to each student in their class.
- All communication sent home requires approval from the leadership team. The Principal will approve letters however if unavailable this will be done by the APRE.
- Teachers are required to communicate with parents electronically and any communication needs to be saved on the School Portal
- All Communication sent home needs to be saved on the School Portal under Documents – Letters to provide a bank to be used by teachers at a future date
- All Communication sent home needs to be saved on the Parent Portal so that parent can view it at their leisure
- Teachers are to notify parents via email as soon as possible of date changes to class events i.e Class Assemblies. Date changes are to be made on the school portal calendar and an announcement made on the Parent Portal.
- The office staff will notify parents of whole school events such as swimming.