

MATER DEI PARENT AND GUARDIAN COMMUNICATION POLICY

At Mater Dei School we believe that positive, clear and effective communication between the school and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Mater Dei School seeks to facilitate communication between the school and parents/guardians including:

- general school communications;
- structured parent/guardian teacher communications;
- parent/guardian initiated communications with teachers;
- parent/guardian initiated communications with respect to operational matters; and
- complaints management.

GENERAL SCHOOL COMMUNICATION TO PARENTS/GUARDIANS

General school communications to parents are facilitated through:

- the Parent Handbook;
- the on-line and printed publication of our fortnightly newsletter;
- updates on our public website;
- updates through our class newsletters;
- the school calendar and Significant Dates document;
- notes provided to parents and other written communications through the student diary;
- emails highlighting important information usually pertaining to the whole school, a year group, or a class group; and
- letters by post – used where email is not possible or is deemed inappropriate.

STRUCTURED COMMUNICATION TO PARENTS/GUARDIANS

- entries in student diaries;
- parent teacher interviews; and
- parent information evenings.

PARENT/GUARDIAN INITIATED COMMUNICATIONS WITH TEACHERS

- Parents/guardians are reminded that Mater Dei teachers have multiple responsibilities outside of their direct teaching commitments. It is therefore usually difficult to arrange

meetings on short notice during a school day.

•As a matter of general guidance:

- The first point of contact for curriculum and pastoral issues should be addressed to a student's Pastoral teacher.
- More specific curriculum enquiries should be addressed to the Leader of Curriculum. (refer to the Parent Handbook)
- More specific pastoral care enquiries should be addressed to the Leader of Pastoral Care. (refer to the Parent Handbook)
- More specific Personal Learning Plans, Sacramental Program and Community Access enquiries should be addressed to the Leader of Mission and Vision. (refer to the Parent Handbook)
- More specific Structured Workplace and Post School enquiries should be addressed to the Post School and Technology Support Co-ordinator. (refer to the Parent Handbook)

•When seeking to arrange a meeting parents/guardians should make a formal appointment for either a telephone meeting or a face to face meeting.

•Appointments can be made by requesting in student diaries, telephoning the school office on 4655 7481 or by emailing the teachers directly.

•Staff will endeavour to arrange relevant meetings as soon as is possible after receiving a request.

If a parent/guardian is dissatisfied with the response of a teacher they should request an appointment with the relevant Coordinator (Curriculum, Mission and Vision, Pastoral Care or Post School and Technology Support).

If a parent/guardian is dissatisfied with the response of the relevant Coordinator (Curriculum, Mission and Vision, Pastoral Care or Post School and Technology Support) they should request an appointment with the Assistant Principal.

If a parent/guardian is dissatisfied with the response of the Assistant Principal they should request an appointment with the CEO/Principal.

COUETOUS AND RESPECTFUL ENGAGEMENT

Mater Dei School staff endeavour to be courteous and respectful when engaging with our students, parents/guardians and our wider community. We also encourage students, parents/guardians and others to be courteous and respectful in return.

Mater Dei also encourages parents/guardians to be courteous and respectful in their relationships with each other. Rude or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, intimidating or derogatory language and physical abuse or intimidation towards other parents/guardians and gossiping is unacceptable. Parents/guardians should also refrain from using information and communication

technologies, such as email, mobile phones, text or instant messaging, blogs, social media sites and other websites to engage in this type of behaviour.

Parents/guardians must not discriminate against, harass for any unlawful reason, or bully for any reason any other parent/guardian. Obligations in this regard, including the list of unlawful reasons, are set out in the Mater Dei Discrimination, Harassment and Bullying Statement.

SOCIAL NETWORKING

Communication between staff, students and current parents/guardians should not extend to social networking sites such as Facebook. The Mater Dei Staff Social Networking Policy states that Mater Dei staff are not permitted to invite or accept invitations of current parents or guardians of Mater Dei students on Social Networking Sites. Parents/guardians are therefore asked to respect staff policy by refraining from requesting staff to accept social networking invitations.

COMPLAINTS POLICY

If a parent/guardian is dissatisfied with the conduct or outcome of their communications with a teacher or Coordinator or other member of Mater Dei's staff they may lodge a formal complaint which will be dealt with in accordance with our Complaint Handling Policy.

EMERGENCIES

Parents/guardians should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the school office, advise them of the nature of the emergency and staff members will facilitate communications with their child.

RELATED POLICIES/STATEMENTS

Mater Dei Parents and Guardians Code of Conduct

Mater Dei Student Code of Conduct

Mater Dei Parent Handbook

Mater Dei Complaint Handling Policy

Mater Dei Discrimination, Harassment and Bullying Statement

Mater Dei Family Relationships Policy

| | | |
|--|--------|------|
| Approved at Leadership Team YES / NO / NA | Signed | Date |
| Approved at Board YES / NO / NA | Signed | Date |
| Staff Briefed YES / NO | Signed | Date |
| Review Date December 2018 | | |