



## Communication Procedures

### Scope

These procedures apply to all parents, carers and staff of Aranmore Catholic Primary School (the School).

### Purpose

The purpose of these procedures is to:

1. Support positive and efficient lines of communication between the School and parents/carers; and
2. Ensure parents/carers are provided with timely and appropriate information regarding the education of their children including homework, assessments and results; and
3. Ensure that parents/carers and the wider school community have access to information regarding important events at the school.

### Definitions

Seesaw: The online platform used by teachers of the School to communicate student learning and class event information to parents/carers and students.

School App: refers to the Aranmore Catholic Primary School App which is a primary method of communication regarding School information and events.

### Procedures

#### 1. How will the School communicate general information?

- a) The School website is a key source of information about the School including:
  - Annual reports
  - School newsletter
  - Canteen
  - Uniforms

The website is accessible by all School staff, parents/carers, prospective families and the general public.

- b) The School newsletter provides a fortnightly update on recent events, important upcoming dates and other School news. The newsletter is accessible via the website or the School App.
- c) The School App is one of the primary forms of communication between the School and home. Notifications will be sent via the School App for any urgent updates and reminders, and provides access to the newsletter and important links.
- d) Hard Copy notes will only be sent home for specific administrative purposes including:
  - Student data collection
  - Medical needs
  - Incursion/Excursion information.
  - Special event invitations.



- e) Email will be used to communicate important School reminders and notifications (in addition to the School App) and to communicate between individual School staff members and parents/carers about individual students.
- f) SMS may be used occasionally to communicate urgent information and will be used by School administration to contact parents/carers for absentee notifications.
- g) Occasionally, communications from Catholic Education Western Australia Ltd (CEWA Ltd) will be disseminated by the School via the School App and email.

## 2. How will the School communicate with me about my child's progress or other matters relating to my child?

- a) The following face-to-face meetings will be held throughout the school year:
  - Annual parent/teacher information evening held in Term 1.
  - Student progress meeting, usually held in or around Term 1 week 7.
  - Meetings regarding specific student needs e.g. establishing Individual Education Plans.
  - Any other purpose as required or requested.
- b) Academic progress updates will be provided through:
  - Semester 1 and 2 Academic Reports; and
  - Work samples provided each term.
- c) Your child's teacher may email you for the purpose of:
  - Providing general information about learning or class activities;
  - Organising a meeting; or
  - Responding to a parent/carer query.
- d) Seesaw will be used by School teachers to:
  - Provide a weekly update on core learning activities; and
  - Send important event information about incursions/excursions, class assemblies and liturgies etc.
- e) An annual parent information book will be issued for each class/year group which will:
  - Outline classroom routines including specialist subjects days including physical education; and
  - Set out classroom expectations relating to communications and behaviours.

## 3. How can I communicate with my child's teacher?

- a) You may contact your child's teacher via email or by calling the School administration number and provide a brief outline of the matter/s you wish to discuss. The teacher will respond by phone call or email at the soonest availability, **between 8:15am and 3:45pm.**
- b) Some conversations may require a face-to-face meeting, which can also be arranged with the teacher via phone call or email.
- c) You will not have the ability to communicate directly with a teacher via Seesaw.



**4. How do I notify the School that my child will be absent?**

- a) The preferred method is to notify of your child's absence through the "Absentee" tile in the School App.
- b) Alternatively, you may email or call the School administration to inform the School of the absence.

**5. How do I get in contact with the School Social Worker?**

Parents/carers usually work with the classroom teacher to make a request to see the School Social Worker. Parents/carers may contact the School Social Worker by phone or email to request support and assistance for sensitive matters.

**6. How do I contact the School Leadership Team?**

- a) The first point of contact regarding any social/emotional, behavioural or academic matters involving your child is the classroom teacher.
- b) In relation to serious or ongoing social/emotional or behavioural matters, the teacher may seek support from the School Social Worker and/or the Leadership Team.
- c) If matters are unable to be resolved at the classroom level, or where it is considered the matter may affect a child's well-being, affect the whole school or otherwise relates to a CEWA Ltd policy matter, the Principal can be contacted via the School administration.

**7. How will I receive information from School committees?**

- a) The School Advisory Council will provide updates as required via the School newsletter.
- b) Notifications will be sent on behalf of the Aranmore Parents Association via Seesaw and the School app for the purposes of providing information about upcoming events and fundraisers.
- c) Parents/carers are also invited to attend the Aranmore Parents Association meetings held twice per term (dates will be published in the School newsletter).
- d) Parents/Carers are also invited to attend the Annual Community Meeting for updates on the activities of the School Advisory Council and Aranmore Parents Association. The Annual Community Meeting is usually held in or around November each year (the date will be published in the School newsletter).

**8. How do I resolve an issue between my child and another student or an issue with another family of the School?**

Parents/carers should not approach the children of other families or their parents/carers on school grounds, whether the matter is school related or not. Such matters should be raised with the Principal as soon as possible.

**9. What can I do if there is a communication breakdown or a matter cannot be resolved?**

CEWA Ltd has a grievance policy to address such matters. The CEWA Dispute and Complaint Resolution can be accessed on the School website and the CEWA Ltd website.



<https://www.aranmorecps.wa.edu.au/wp-content/uploads/Handling-a-Complaint-Procedure.pdf>

## Use of School Email

Email is considered one of the most effective and efficient form of communication between the School and parents/caregivers. It is expected that all parents/carers and School staff will use email in a reasonable and responsible manner, in line with the Code of Conduct.

By communicating via email, all users agree to adhere to this procedure and the expected behaviours outlined below:

- a) Email senders must understand that email is not an instantaneous form of communication. School staff have limited opportunity to communicate during the school day so patience and understanding is appreciated.
- b) School staff are expected to respond or acknowledge receipt within 48 hours or two working days.
- c) In the case of a more extensive query, a detailed response may take up two more working days following acknowledgment depending on the request.
- d) The recipient of an email agrees to not to forward or “cut and paste” sections of the sender’s email for further publication within the School community without prior agreement from the sender.
- e) All email communications must be conducted in line with the Code of Conduct; they must be respectful, courteous and appropriate.
- f) Any parents/carers who breach these procedures may be requested to cease communications via email.

## 10. Use of Seesaw

- a) Seesaw is an information sharing platform utilised primarily by classroom teachers to provide core learning updates, homework and assessment information and other key reminders.
- b) Parents may “like” student work and updates on Seesaw but do not have the facility to contact School staff directly via the Seesaw app.
- c) **In line with these procedures, any messages or queries for classroom teachers can be directed via email or by phone call via the administration number between the hours of 8:00 am and 4:00 pm.**

## 11. Use of School Telephone

- a) **Parent/s carers may contact any School staff including teachers and the Leadership Team via the administration number between the hours of 8:00 am and 4:00 pm.**
- b) It is likely that School staff will not be able to take your call immediately due to teaching or other duties, in which case a message will be taken and provided to the relevant staff member as soon as possible.
- c) Parents/carers can expect a return phone call within 48 hours or 2 working days, between **8:45 am and 3:45pm**, from the time the message is received, unless the message is urgent or needs to be relayed to their child.



## SCHEDULE- SUMMARY OF COMMUNICATION METHODS

### A. GENERAL COMMUNICATIONS

Mode	Details	Audience	Who
<b>CEWA</b>	<ul style="list-style-type: none"> <li>System details</li> <li>System Policies</li> </ul>	<ul style="list-style-type: none"> <li>General public</li> <li>All members of the school community</li> </ul>	<ul style="list-style-type: none"> <li>Catholic Education Western Australia Ltd</li> </ul>
<b>School Website</b>	<ul style="list-style-type: none"> <li>General school information</li> <li>Annual reports</li> <li>School newsletter</li> <li>Canteen Orders</li> <li>Uniform information</li> </ul>	<ul style="list-style-type: none"> <li>General public</li> <li>Prospective families</li> <li>School parents/carers &amp; extended family</li> <li>Staff</li> </ul>	<ul style="list-style-type: none"> <li>School administration</li> <li>Leadership team</li> <li>Staff</li> </ul>
<b>Newsletter</b>	<ul style="list-style-type: none"> <li>Fortnightly</li> </ul>	<ul style="list-style-type: none"> <li>All parents/carers &amp; extended family</li> <li>Staff</li> </ul>	<ul style="list-style-type: none"> <li>School administration</li> <li>Leadership team</li> <li>Teachers</li> </ul>
<b>School App</b> General notices Absentee form School calendar Sport Music Parents Association Business Directory	<ul style="list-style-type: none"> <li>Urgent information</li> <li>General notifications and information</li> <li>Easy to use</li> </ul>	<ul style="list-style-type: none"> <li>All parents/carers &amp; extended family</li> </ul>	<ul style="list-style-type: none"> <li>School administration</li> <li>Leadership team</li> <li>Staff</li> <li>Parents' Association</li> </ul>
<b>Hard Copy Notes</b>	<ul style="list-style-type: none"> <li>Incursion/Excursion information sharing</li> <li>Specific administrative requirements including student data collection, medical needs</li> <li>Special event information</li> </ul>	<ul style="list-style-type: none"> <li>All parents/carers &amp; extended family</li> </ul>	<ul style="list-style-type: none"> <li>School administration</li> <li>Leadership Team</li> <li>Staff</li> </ul>
<b>Email to school &amp; individual staff members</b>	<ul style="list-style-type: none"> <li>Important timely information</li> <li>Teacher to parents/carers contact</li> <li>Parents/carers to teacher contact</li> </ul>	<ul style="list-style-type: none"> <li>Parents/carers</li> <li>Staff</li> </ul>	<ul style="list-style-type: none"> <li>School administration</li> <li>Staff</li> <li>Parents/carers</li> </ul>



<b>SMS</b>	<ul style="list-style-type: none"> <li>• Urgent timely information</li> <li>• Specific information to community members and wider community</li> <li>• Administration to parents/carers</li> <li>• Absentee notification</li> </ul>	Parents/carers	<ul style="list-style-type: none"> <li>• School administration</li> <li>• Staff</li> </ul>
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## B. PARENT AND COMMITTEE COMMUNICATIONS

Mode	Details	Audience	Who
<b>School Advisory Council</b>	<ul style="list-style-type: none"> <li>• Annual community Meeting</li> <li>• Council Updates in Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• Elected members from school community</li> <li>• Parent/carers in school community</li> </ul>	<ul style="list-style-type: none"> <li>• School Advisory Council</li> <li>• Principal</li> </ul>
<b>Aranmore Parents' Association</b>	<ul style="list-style-type: none"> <li>• Annual community Meeting</li> <li>• Term meeting dates twice per term</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers in school community</li> </ul>	<ul style="list-style-type: none"> <li>• APA President &amp; Executive</li> </ul>

## C: PARENT COMMUNICATIONS ABOUT STUDENTS

Mode	Details	Audience	Who
<b>Face to Face</b>	<ul style="list-style-type: none"> <li>• Annual Parent/teacher Information evening Term 1 week 2</li> <li>• Progress meeting Term 1 week 7</li> <li>• Formal Meetings</li> <li>• Meetings as required/requested</li> <li>• Specific individual student meetings (IEPs, PBPs et el)</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Teachers</li> <li>• Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Leadership team</li> <li>• Parents/carers</li> </ul>
<b>Academic Progress</b>	<ul style="list-style-type: none"> <li>• Academic Reports Semester 1 &amp; 2</li> <li>• Work samples</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Teachers</li> <li>• Leadership team</li> </ul>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Leadership team</li> <li>• Parents/carers</li> </ul>



<b>Absentee Notification</b>	<ul style="list-style-type: none"> <li>• Written note to teacher</li> <li>• Email to teacher</li> <li>• Email to administration</li> <li>• Via School App</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• School administration</li> <li>• Teachers</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• School administration</li> <li>• Teachers</li> </ul>
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#### D. COMMUNICATIONS FROM TEACHERS TO PARENTS/CARERS AND FAMILIES

<b>Mode</b>	<b>Details</b>	<b>Audience</b>	<b>Who</b>
<b>Email</b>	<ul style="list-style-type: none"> <li>• General information</li> <li>• Meeting request</li> <li>• Response to parent query</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Parents/carers</li> </ul>
<b>Scheduled face to face meetings</b>	<ul style="list-style-type: none"> <li>• Specific student information</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Parents/carers</li> </ul>
<b>Annual Parent information book</b>	<ul style="list-style-type: none"> <li>• Classroom routines &amp; expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Parents/carers</li> </ul>
<b>Classroom learning focus</b>	<ul style="list-style-type: none"> <li>• Weekly update of core learning content via Seesaw</li> <li>• Requested meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>Parents/carers</li> </ul>
<b>Notes</b>	<ul style="list-style-type: none"> <li>• Messages on Seesaw</li> <li>• Absentee clarification</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Parents/carers</li> </ul>

#### E. COMMUNICATIONS FROM PARENTS/CARERS TO SOCIAL WORKER

<b>Mode</b>	<b>Details</b>	<b>Audience</b>	<b>Who</b>
<b>Schedule face to face meeting</b>	<ul style="list-style-type: none"> <li>• With classroom teacher concur that a referral is appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Teacher</li> <li>• Social worker</li> </ul>
<b>Email</b>	<ul style="list-style-type: none"> <li>• Request for support &amp; assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> </ul>
<b>Phone</b>	Request for support & assistance	Parents/carers	Parents carers

#### F. COMMUNICATIONS FROM PARENTS TO LEADERSHIP TEAM



Mode	Details	Who
Absentee	<ul style="list-style-type: none"> <li>In term holidays notify the principal</li> <li>Repeated absence</li> </ul>	<ul style="list-style-type: none"> <li>Principal</li> <li>Leadership team</li> <li>Teacher</li> </ul>
Academic Performance	<ul style="list-style-type: none"> <li>Class teacher/specialist</li> </ul>	<ul style="list-style-type: none"> <li>Teacher/s</li> </ul>
Behavioural	<ul style="list-style-type: none"> <li>Unusual class/playground behaviours</li> <li>Change in attitude to school</li> <li>Issues with other students</li> </ul>	<ul style="list-style-type: none"> <li>Classroom teacher</li> </ul>
Social & emotional/health	<ul style="list-style-type: none"> <li>Identified special need</li> <li>Change in emotional state</li> </ul>	<ul style="list-style-type: none"> <li>Parent/carer</li> <li>Teacher</li> <li>Leadership team</li> <li>Social worker</li> </ul>

#### G. COMMUNICATIONS VIA EMAIL

Mode	Details	Audience	Who
Email	<ul style="list-style-type: none"> <li>Absentees</li> <li>Change of contact details</li> <li>Change of pickup details</li> <li>Documents/reports from external providers</li> </ul>	<ul style="list-style-type: none"> <li>Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>Parents carers</li> </ul>

#### H. COMMUNICATIONS VIA SEESAW

Mode	Details	Audience	Who
Seesaw	<ul style="list-style-type: none"> <li>Weekly information classroom learning focus in English, Math, Religious Education, Science</li> <li>Sharing of student learning</li> </ul>	<ul style="list-style-type: none"> <li>Parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>Teachers</li> <li>Parents/cares</li> </ul>





	<ul style="list-style-type: none"> <li>• Notification of class or school events</li> <li>• Homework</li> </ul>		
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## I. COMMUNICATIONS VIA TELEPHONE

Mode	Details	Audience	Who
Telephone	<ul style="list-style-type: none"> <li>• Used when digital communication is not defined within these procedures</li> <li>• Information sharing between school and families and vice versa e.g. appointment attendance</li> <li>• Meeting scheduling</li> <li>• Convey student progress when face to face is not possible</li> <li>• In the event of an emergency when digital communication is not defined within these procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Staff</li> </ul>	<ul style="list-style-type: none"> <li>• School administration</li> <li>• Leadership team</li> <li>• Staff</li> </ul>