



# COMMUNICATION GUIDELINES

*When communicating concerns or grievances, members of the educating community will use the procedures set out in the guidelines developed by SCS and [St Raphael's School Guidelines for Resolving Concerns and Complaints](#).*

## Rationale

This policy highlights the fundamental rights of all educational community members at St Raphael's Catholic Primary School, South Hurstville, to be treated with respect and to have their opinions heard. It is based on the premise that good communication is fundamental to exercising responsibility in relation to promoting an inclusive environment that promotes anti-discriminatory practices.

## Guiding Principles

We believe that learning occurs best when all members of the educating community:

- Relate to each other with dignity
- Are respectful of each other's worth and point of view
- Collaborate with each other
- Value diversity

## Guidelines Statement

St Raphael's follows the [Parent Charter](#) for Sydney Catholic Schools, and we believe it is important to establish an open environment where all parties are respected and two-way communication is a priority. We acknowledge that communication is formal and informal and can be delivered in various forms, namely verbal and nonverbal, written and implied.



## Formal Communication

Formal communication, for purposes of this policy, is defined as any communication between two or more members of the educating community that is planned and for a purpose. Such communication could include, although is not limited to:

### Staff:

- Weekly 'Staff News' memo from the Principal/AP & Leadership Team on 'News' section on the Compass Staff portal
- Staff memos as required on 'News' section on the Compass Staff portal
- Staff Google Calendar
- Staff Handbook (policies and procedures)
- Leadership Team Minutes
- Notes on the Staff Noticeboard in the Staff Room
- Casual Teacher Relief Folders
- Professional Development & Class Placement Surveys
- Professional Learning Plan

### School Community:

- School Newsletters
- Parent Notes (as necessary)
- Compass app notifications/emails
- Student Diaries
- Phone Calls (as required)
- School Website
- Parent Handbook
- School Policies (Compass notification & website)
- Parent Advisory Meeting Minutes
- Parent Information Evenings
- Parent Inservice & Workshop Sessions
- Kinder Orientation Meetings
- Student Assessments
- Student Mid-Year & End-of-Year Reports
- Parent-Teacher Interviews
- Student Representative Council Meetings
- Emails
- Parish Sacramental information
- School's Facebook page
- K & 1 - SeeSaw

When engaging in formal communication, we will:

- Be mindful of the four key elements listed above by
  - listening attentively
  - speaking respectfully



- Be mindful of using inclusive strategies
- Endeavour to seek positive outcomes for all parties
- Seek advice as necessary before communicating with others
- Exercise discretion in disseminating information
- Provide clear and detailed information in a timely manner
- Disseminate information that is of interest to members of the educating community
- Use body language appropriately.

### **Informal Communication**

For purposes of this policy, informal communication is considered any communication between two or more members of the educating community that is not planned and has no purpose other than human interaction. Such interactions usually aid the development of good relationships between the various parties; however, sometimes informal communication can occur when one person is angry and/or upset. In such instances, the interaction should be dealt with calmly and redirected to a formal communication where both parties agree to abide by the key elements.

### **COMMUNICATION - STAFF**

#### **a. Calendar**

- All events (Grade, Stage and Whole School) that impact the school day must be entered on the school calendar. Leadership Team members have the ability to add to the calendar. Leadership Team members are to ensure dates and times are accurate and updated if changes to events occur.
- Leadership Team members should send notifications/invitations when items are added or changed on the calendar.

#### **b. Staff Compass Portal**

- The staff Compass portal provides extra information about items on the school calendar or to share a notice with all staff.
- If required, the Principal, Assistant Principal and Leadership Team will provide a weekly 'Staff News' memo on the 'News' section in the Staff Compass portal
- Staff are expected to check the staff Compass portal regularly.

#### **c. Staff Noticeboard**

- The information listed on the staff digital noticeboard (including daily casuals) is taken from the termly casual document and relevant rosters. The purpose is to provide staff with a list of casual staff present each day.
- Unanticipated changes to daily routines will also be recorded on the board.
- Staff members are to refer to the board daily from 8.25am onwards to ensure they are aware of any unexpected changes to the daily routine.



**d. Workplace internet User and Email Usage**

- Email correspondence is a primary form of communication at St Raphael's Primary School. All staff members are expected to check for email messages regularly.
- If a response is required, it is required to be done within 48 hours.
- At all times, Sydney Catholic Schools guidelines set out in the Staff Acceptable use of Technology are to be followed.
- All staff are required to read all weekly communication emails from SCS.

**e. Teacher Tubs**

- Class teachers are given an individual tub to store necessary class documents. They are expected to leave it neat and tidy and have enough space for any communication that needs to be given.

**f. School Newsletter**

- Staff members will be on a newsletter roster to highlight and celebrate the learning of the students.
- It is encouraged that all items need to be given to the School Support Officer by Wednesday, the day before the newsletter is published.
- All staff members are expected to read the school newsletter, which will be uploaded to the 'News' section of the staff Compass portal.
- Student achievements may be recognised in the newsletter if the student:
  - o represented St Raphael's in their field and earned a distinguished achievement (1st, 2nd or 3rd)
  - o has competed in Sydney Catholic Schools MacKillop level and above
  - o has competed at state or national level in their field outside of school and has earned a distinguished achievement (1st, 2nd or 3rd place)

**g. Staff Meetings**

- All staff members (excluding support staff) are expected to attend all staff meetings in a term pro rata (Working 0.1 = attending 1 Staff Meeting; 0.5 = attending 5 staff meetings)

**Formal Staff Meetings**

- A full staff meeting is held weekly on Wednesday afternoon from 3.30pm to 4.30pm
- The agenda (if required) is shared with staff via email

**Briefing Meetings**

- Staff briefing meetings will be held fortnightly on Wednesday mornings (even weeks) from 8:20am - 8:50am.
- The purpose of the briefing is for curriculum professional learning and/or general business agenda items.



**St Raphael's**  
CATHOLIC PRIMARY SCHOOL  
SOUTH HURSTVILLE

82 George Street South Hurstville NSW 2221  
P 9546 4898 E [info@strhurstville.catholic.edu.au](mailto:info@strhurstville.catholic.edu.au)  
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- It is expected all staff attend the Briefing Meetings pro rata



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### **COMMUNICATION: PARENT - SCHOOL**

Please refer to [Communicating with School Staff - Information for Parents](#)



## Review and Evaluation

This policy will be reviewed annually.

## Supporting Documents

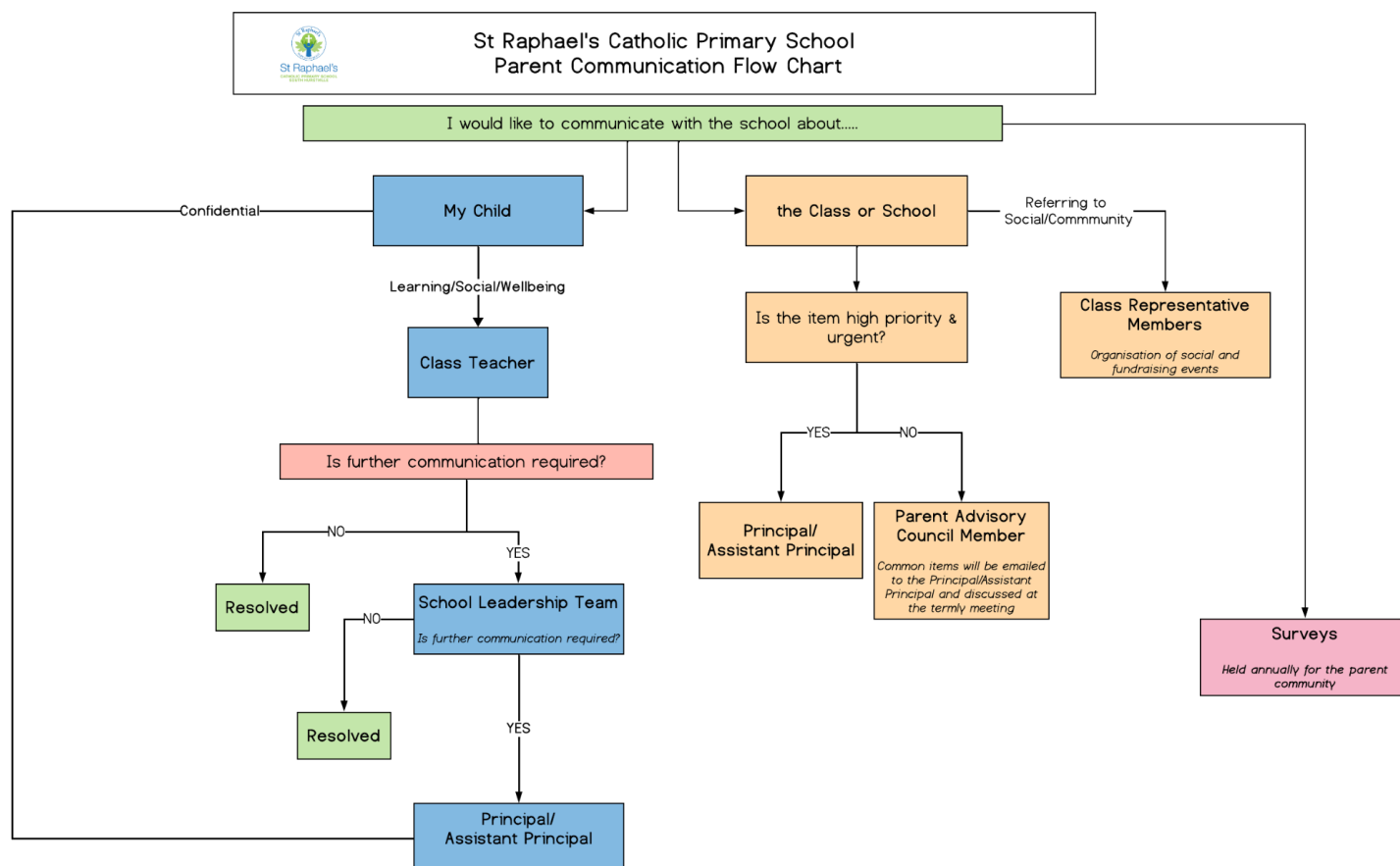
- [Communicating with School Staff - Information for Parents](#)
- [2025 School Communication for Parents](#)
- [Parent Charter](#)



## Communicating with School Staff - Information Sheet for Parents

There are ways parents can prepare for discussions with school staff to assist in achieving positive educational outcomes. Open parent communication is vital in establishing a working partnership with the school. It is important that parents and carers follow certain communication protocols to ensure a collaborative dialogue at an appropriate time.

Parent communication should follow clearly established processes and protocols. Below is the communication flow-chart for parents to follow:



### Face-to-face meetings

Parents are encouraged to chat with school staff and get to know them. However, if you wish to discuss anything specific in relation to your child, it is important to make an appointment and have this conversation confidentially.

Teachers are available to meet with parents and carers at scheduled parent/teacher afternoons or evenings to discuss your child's progress. Your child's teacher or school leader





may also contact you to arrange a face-to-face meeting to discuss a particular issue regarding your child. If you wish to speak to your child's teacher or school leader outside of those occasions about a particular issue, please contact the school office to arrange a meeting time with reasonable notice.

Due to obligations for teaching, supervision, meetings and extracurricular activities, it is rarely possible for a staff member to meet with you immediately if you attend the site without notice. If there is an urgent matter you need to discuss with a member of the school staff, please contact the school office directly.

Please do not attempt to meet with your child's teacher or school leader about your child at morning drop off, afternoon pick up or another school event. During drop-off, pick-up, and school events, teachers and school leaders often supervise students. If they are to engage in one-on-one conversation of any length with a particular parent, this may cause them to neglect their supervision duties for all students.

### Phone Calls

All phone calls to school staff should be via the school's main reception line. The school office is open for phone calls between the hours of 8.10 am and 4 pm.

Teachers and school leaders will ordinarily be teaching or meeting during that time and will rarely be available to speak to you immediately, but the school office will take a message and alert the class teacher as soon as practical.

If a matter is urgent, please alert the office staff. Urgent matters include urgent health issues impacting students (e.g forgotten medicine), police issues or serious issues impacting student wellbeing.

For non-urgent matters, school staff, including teachers, **will return your call or enquiry within two days.**

If you become aware that your child or another parent has a teacher's mobile number please inform the school office. Please ensure you do not communicate with your child's teacher by mobile phone.

### Emails

Emails are a helpful way to communicate with the school.

For non-urgent matters, school staff, including teachers, will return your email or enquiry within two working days during school term time. [School staff are not required to return emails at night or on weekends and ordinarily will not be checking emails during those hours.](#)

**We strongly encourage parents not to outline an issue or concern in an email but instead organise a meeting time with the teacher. Teachers will not use emails to**



**address an issue or concern.**

We encourage parents and carers to phone the school directly regarding urgent matters, as there may be a delay in receiving emails.

**Parents are not to contact other parents regarding student matters that occur during school hours.**

**Social Media**

School staff are not to connect with students, parents, or carers via social media for child protection reasons. Please do not attempt to contact school staff via social media.

The name of the school is a private trademarked entity. Parents/carers are not to set up groups in the school name on social media without consultation with and consent from the principal.

**Written Notes**

Parents and carers should feel free to send their child to school with a note for the office or their teacher.

Each class teacher outlines set communication procedures at the beginning of the school year. Please follow these routines and check and sign notes to indicate you have read these messages. Each Class teacher will be given a coloured document wallet at the start of the year to place any handwritten communication from parents. These folders are to be given to the Office staff at the end of the year to be placed in secure storage.