



School Communication to Families Policy

Classification

Policy Number: PMHSICTPOL010 · **Audience:** PMHS Parents · **Author:** J Ward (Head, ICT Services)

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Rationale

This policy document details the nature and purpose of communications at Parramatta Marist High School. In order to develop a common understanding between the school, the students and families, this document outlines how we intend to obtain the greatest impact from the school's communications for all stakeholders. Effective communication supports and maintains the overall efficiency of the school.

Procedures

- Below are various forms of communication that families are able to access and form the basis of our communication as part of the Parramatta Marist community.
- When a parent/carer wishes to contact a member of staff to discuss matters relating to their son, the procedure is to contact the teacher involved, giving a brief outline of the issue.
 - Contact should be made using one of the following approaches:
 - Contact the school, either by phone or email, asking the school to arrange for the teacher to contact the parent/carer;
 - Contact the appropriate teacher in writing or via email.
 - Acknowledgement of communication by email and phone can be expected within 48 business hours of receipt and a suitable response will be forthcoming according to the urgency of the matter.
 - For urgent matters members of the community are encouraged to contact the school by phone.
 - If you are not satisfied with the outcome or response you have received with any inquiry, please refer to the escalation lines below for who to refer the matter to.
- Parents should not approach the children of other families or their parents with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal or their delegate(s) and not discussed with other persons.
- NB: The school welcomes contact from families but does not respond to anonymous enquiries. All correspondence will be verified before the query is acknowledged and addressed. We appreciate your respect for this.



Methods of Communication



Student Diaries

The school diary is the main point of contact between teachers and parents. The diary outlines all the school policies and expectations. It has the facility to issue merits and demerits which parents can see and sign each week. The diary is also used as an organisational tool to assist with managing their time with homework and assignments. The diary also indicates when the students leave class for going to the toilet or for other emergencies. It also provides an opportunity for parent and teacher communication.



School Website

The School Website provides an insight into the school's activity. It is a snapshot of the current staff, activities and programs, with links to relevant policies and procedures available to parents/carers. The purpose is two-fold – for current families it is a window into teaching and learning at the College that can be revisited, and for new families, it is a record of successes and achievements that identifies what our school offers students with a view to encouraging future enrolments. The website also contains promotional material, enrolment information, the school handbook and a calendar of events.

From the school website, you can find information on the following:



Email

The school is contactable via email at parramarist@parra.catholic.edu.au. Upon enrolment the school requires a current email address for all parents/carers as this is often used as a form of communication by teachers as well as to provide access to different services and systems utilised by the school.



Phone Calls

Office staff are available from 8:00 am until 4:00 pm by phoning (02) 9848 7100.



SkoolBag

The SkoolBag app is used for sending notifications straight to parent/carers registered users via the mobile app and email. The school will automatically enrol parents/carers into the relevant SkoolBag content groups using the details on file. SkoolBag is the main method of communication between the school and families.



From SkoolBag, you can find information on the following:



Compass Absence SMS

In the event that your son is absent from school on any given day, you will receive an automated text message to explain this absence straight from your mobile device. We ask that you respond by clicking on the link and inputting an absent reason within 24 hours, this will feed into our Student Information System and ensure your son's absence is marked as explained.



Canvas Parent Portal

Canvas is a Learning Management System (LMS) designed to simplify teaching and learning by connecting all of the digital tools teachers and students use in one easy place. The Canvas parent portal will allow you to engage in your son's education by gaining access to Canvas course information tailored specifically to your son's learning journey. You will have access to courses, assignments, class work, calendar, submissions, announcements, marks etc.



Sentral Parent Portal

Sentral is our Student Information System. A component of Sentral called the Parent Portal allows parents to access important information relating to their son/s including but not limited to Parent Teacher Interview bookings and accessing Academic Reports. The school will provide two written reports (one per semester) and an opportunity for student-led conferences during the year. Reports will provide an overview of your son's academic progress and feedback from his class teachers.



Social Media

The school's social media presence includes Twitter, LinkedIn, Instagram and YouTube. The primary purpose of the social media presence includes sharing noteworthy news and events and snapshots of learning within each year group and key learning area. The content of all social media accounts is monitored and managed by the Principal and the Communications Officer.



Newsletters

The school newsletter, Fortior Ito, is published online and is a valuable source of information recapping events within our school community. It is a vital means of communication between school and home and both students and parents are encouraged to read it carefully. Newsletters are published at the end of each term via the Skoolbag app.



Escalation Lines for Parents

Classroom Matter	Wellbeing Matter
Classroom Teacher ↓ Head of Department ↓ Assistant Principal: Learning ↓ Assistant Principal: Wellbeing ↓ Principal	Year Coordinator ↓ Pastoral Care Coordinator ↓ Assistant Principal: Wellbeing ↓ Assistant Principal: Learning ↓ Principal
Playground Matter	Matter between a Teacher and Student
Year Coordinator ↓ Pastoral Care Coordinator ↓ Assistant Principal: Wellbeing ↓ Assistant Principal: Learning ↓ Principal	Teacher Involved ↓ Year Coordinator ↓ Pastoral Care Coordinator ↓ Assistant Principal: Wellbeing ↓ Assistant Principal: Learning ↓ Principal
Learning Needs Matter	Mental Health Matter
Diversity Coordinator	School Counsellor