



## COMMUNICATIONS POLICY

### POLICY STATEMENT

St James' Anglican School is committed to open, transparent and effective communication.

The School has a variety of means to establish effective communication. This policy's implementation enhances the quality of the school community through:

- Promoting understanding and co-operative teamwork between the School, parents/guardians/carers and students.
- Promoting the active participation of the whole school community in effective communication.
- Providing school expectations regarding communication standards.
- Ensuring processes are in place which allows for open, honest and timely communication amongst all school community members.
- Ensuring that confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations.
- Providing clear, positive and fair processes and guidelines which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner.

### THE DIFFERENT FORMS OF COMMUNICATION WITH THE COMMUNITY

Electronic communications will be the primary means of communicating within the school community. This includes the school website, email communications, SEQTA, Seesaw, the newsletter, School Stream App and social media accounts such as the Official School Facebook page, the parent (unofficial) Facebook page and the School's Instagram account.

#### Email

Email is our most used form of communication to parents. Please ensure the School is informed if email addresses change. All staff will aim to respond to emails within 24 hours during business hours. Emails may or may not be responded to when staff are on holidays or weekends.

#### SEQTA Engage

SEQTA Engage is an integrated online environment which allows parents and guardians to be kept up to date on their child's learning and wellbeing at school. It allows families access to:

- Student assessment - due dates, results and feedback on all assessments
- School Reports
- Formally set homework
- Wellbeing and student behaviours
- Positive behaviour and uniform feedback
- Timetables
- Daily notices
- Teacher's names
- Lesson outlines

Parents can access SEQTA Engage on a computer/laptop or download it as an app from Apple App Store or Google Play to be saved on their mobile or tablet device.



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### Facebook

News, events, student achievements, excursion information, photos, etc are posted on the School's Facebook page.

### School Website

Our website contains important information regarding the School's operations and policies. The website provides an overall information source of the school's operations and key events.

### Instagram

Through the media of photography, we capture our key events, important news, camps and much more and share them on Instagram.

### Seesaw

Families with children in Kindergarten to Year 2 are invited to connect to the Seesaw App. This provides families with real-time updates from the class teacher. Teachers can share photos, videos and messages with parents as a group or individually. Seesaw allows students learning and achievements to be shared with families, enabling them to discuss and celebrate at home with their child.

Families can access Seesaw on a computer/laptop or download it as an app from Apple App Store or Google Play to be saved on their mobile or tablet device. Each student has their own unique QR code that will be provided by the class teacher at the start of the school year.

### School Newsletter – Mainsail

Twice a Term the School publishes a newsletter called Mainsail is created showcases events, news, and achievements from the previous weeks with articles from staff and students. The newsletter is emailed to all families, uploaded to the school website and can be accessed through the School App.

### School Stream App

In addition to reading the newsletter, parents can use the School Stream app to view the canteen menu and access various forms and documents. The app is also used occasionally to send messages regarding student pickups after camps or notices.

Parents can access the School Stream App by searching 'School Stream' in the Apple App Store or Google Play.

### Bulletin

The Bulletin is a weekly update that is sent to parents via SEQTA. This is to inform Parents about upcoming events and reminders relating to school camps, excursions etc.

## FAMILY AND STUDENT INFORMATION

It is the responsibility of parents/guardians to contact the School should there be any changes to family and/or student information.

For example:

- Change of address
- Change of phone number/s
- Change to the family situation
- Change to student medical information
- Change to emergency contacts etc



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At the beginning of the school year, each family will receive a copy of their 'Family /Student Details' from the School's database. Parents/guardians are required to review the information, make any changes, sign the document and return it to the School. Once received, Administration staff will make any noted changes on the school's database.

### COMMUNICATION WITH THE SCHOOL

At St James' Anglican School we believe that parents are a crucial part of the three- way partnership that maximises student learning and enhances the school experience. Parents should be comfortable contacting all staff members and should feel that they are being listened to and that their concerns are being addressed in a timely and professional manner. We encourage all staff to make contact either face to face, through email, phone calls, Seesaw or through SEQTA. We also encourage parents to make contact with teachers via email or phone and to organise face to face meetings if required.

Parents and guardians wishing to contact the staff about a matter related to the School have a number of options.

In Junior School, parents should contact the class teacher directly by email, in person or by writing a note in the student diary. If the matter is urgent or of another nature, the Head of Junior School may be contacted through the administration office or directly via email.

In Senior School, parents should contact the PCG Teacher via telephone or email. If the matter is urgent or of a nature other than academic, the Head of Year may be contacted via email. The Head of Senior School may be contacted through the administration office or directly via email if required.

All parents are encouraged to contact the School regarding serious matters/concerns about their child that they feel have not been addressed. The Disputes and Complaints Resolution Process for Parents and Students and the Parent Code of Conduct is on the school website and outlines the processes to be followed. If parents express their concerns to the School, they can expect to be treated with courtesy and respect to try and resolve the matter.



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### POLICY VERSION CONTROL

Version	Date	Summary of Changes
1	Mar - 2023	Policy created