



St Patrick's Primary School Fremantle

Communication Procedure

At St Patrick's Primary School we believe:

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. St Patrick's Primary School is committed to using communication processes and techniques that aim to build a Christ-centred, child-focused, positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

St Patrick's Primary is committed to providing a range of communication options to parents, students and other community members alike, some of which are SkoolBag, Seesaw, OneNote and school newsletters. We acknowledge that it may not be possible on all occasions to meet the expectations indicated below; however, they are provided as a guideline for both parents and students and other community members.

St Patrick's Primary recognises that, in a world of instant communication, we are aware of the need to be available to our community and to provide information as it comes to hand in the appropriate manner and timeframe.

- The first point of contact for parents and caregivers, where the subject matter is a student concern or question, should be through the classroom teacher or specialist teacher as appropriate. They may be contacted by a message through Seesaw, or a message can be left at Administration on 08 9239 1100. Staff will undertake to respond within a reasonable time during office hours. Please allow 24 to 36 hours for a response to your questions or concerns. Teachers will advise if the matter should be referred on to the Assistant Principal or Principal as well as the most suitable communication, be it by telephone, email, or a meeting.
- Communication with class teachers is important and encouraged; however, staff have many duties which extend beyond the normal school day. During the school day they are expected to be principally engaged in teaching duties. Prior to the commencement of the school day, teachers will be preparing lessons and meeting and greeting students. Parent meetings will be scheduled to take account of the many other demands the school places on the time of the staff.
- Parents may contact the Assistant Principal or Principal through Seesaw, a message through the School Administration on 08 9239 1100, or by email to admin@stpatsfremantle.wa.edu.au.
- Parents and students should not be communicating with each other during the school day. Student personal devices cannot be used for messaging. Should a message need to be conveyed, such as a change in pick up arrangements, this should be communicated through Administration by phone or email. Similarly, should your child be absent from school for any reason, parents are to notify the school by 9.00am by submitting an Absentee E-Form via SkoolBag, or by email to the admin email address.

Effective communication is vital in developing positive relationships with parents, caregivers, and our community. At St Patrick's Primary School, we highly value staff and family relationships. Parents are the first educators, and we work in partnership to develop the best outcomes for our students.

Refer
Dispute and Complaint Resolution
https://www.stpatsfremantle.wa.edu.au/pdf/procedure_dispute.pdf