



Communication Policy & Procedures

Our Mission

In the spirit of Don Bosco, we challenge, motivate and inspire responsible citizens of the future.

PROVISIONS:

This policy:

- o is endorsed by the Staff of St John Bosco, Engadine
- o is available on the ~sjbps engadine google drive
- o was created on 25 June, 2019
- o was last reviewed 07 March 2025

1.0 POLICY STATEMENT:

This policy highlights the fundamental rights of all members of the educating community at St John Bosco Catholic Primary School, Engadine to be treated with respect and to have their opinion heard. It is based on the premise that good communication is fundamental to the exercise of responsibility in relation to the promotion of an inclusive environment that promotes anti-discriminatory practices. This policy strives to provide a clear and integrated approach to communication that is known and understood by all members of the St John Bosco Catholic Primary School community. It will be reviewed as appropriate, and modified to suit changing circumstances, emerging technologies and developing needs.

2.0 GUIDING PRINCIPLES

- 2.1 St John Bosco Catholic Primary School strives to be an open and transparent school.
- 2.2 Communication from St John Bosco Catholic Primary School should reflect the vision and mission, as well as the Catholic values.
- 2.3 The purpose of all communication is to inform and build knowledge.
- 2.4 All communication should be designed to enhance the reputation of St John Bosco Catholic Primary School
- 2.5 Communication should be delivered respectfully, and acknowledge the dignity of all people
- 2.6 The information provided to all stakeholders should be clear, factual and timely
- 2.7 Communication should follow clearly established processes and protocols, and these should be subject to ongoing review (see Parent Communication Flow-chart below)

3.0 POLICY

- 3.1 There is a document management process that must be observed by all St John Bosco Catholic Primary School
- 3.2 All formal interviews and meetings are required to be minuted using the correct format on 'Compass' under the student's name.
- 3.3 All hard copy correspondence going home to parents requires the approval of either the Principal or Assistant Principal.
- 3.4 A copy of all written notes to parents are required to be sent to the school office for filing.

4.0 PROCEDURES:

Formal communication, for purposes of this Policy, is defined as any communication between two or more members of the St John Bosco Catholic Primary School community that is planned and for a purpose. Such communication could include but is not limited to:

Staff:

- Weekly 'Staff News' memo from the Principal/AP 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
- Staff Launch website
- Notes on the Staff Whiteboard in the Staff Room
- Communication Books (job share situations)
- Casual Teacher Relief Folders
- Professional Development & Class Placement Surveys
- Professional Learning Plan

School Community:

- Weekly 'This week @ Bosco' Compass notification - to be sent on a Friday afternoon
- 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 Meetings
- Parent Inservice & Workshop Sessions
- Kinder Orientation Meetings
- Student Assessments
- Student Mid-Year & End-of-Year Reports
- Parent-Teacher Interviews
- Student/Student Representative Council Meetings
- Emails
- Parish Sacramental information
- School's Facebook page

When communicating concerns or grievances, members of the Educating Community will use the procedures set out in the Guidelines developed by the Sydney Catholic Schools and the Sydney Catholic Schools Resolution of Complaints Policy. A copy of these Guidelines is on the school's public website.

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.

4.1 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 can 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 that are on the school calendar or to share a notice to all staff.
- If required, the Principal and Assistant Principal 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

- Information listed on the staff noticeboard (including daily casuals) is taken from the casual book 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 John Bosco Catholic 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 72 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. Pigeon Holes

- Class teachers are given a pigeon hole to store necessary class documents. They are expected to leave it neat and tidy and have enough space for any communications that need to be given.

f. Termly Newsletter

- Staff members may contribute items to the newsletter.
- It is encouraged that all items need to be given to the School Support Officer by Monday 9am, the day before the newsletter is published.
- All staff members are expected to read the school newsletter which will be uploaded on the 'News' section in the staff Compass portal.

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

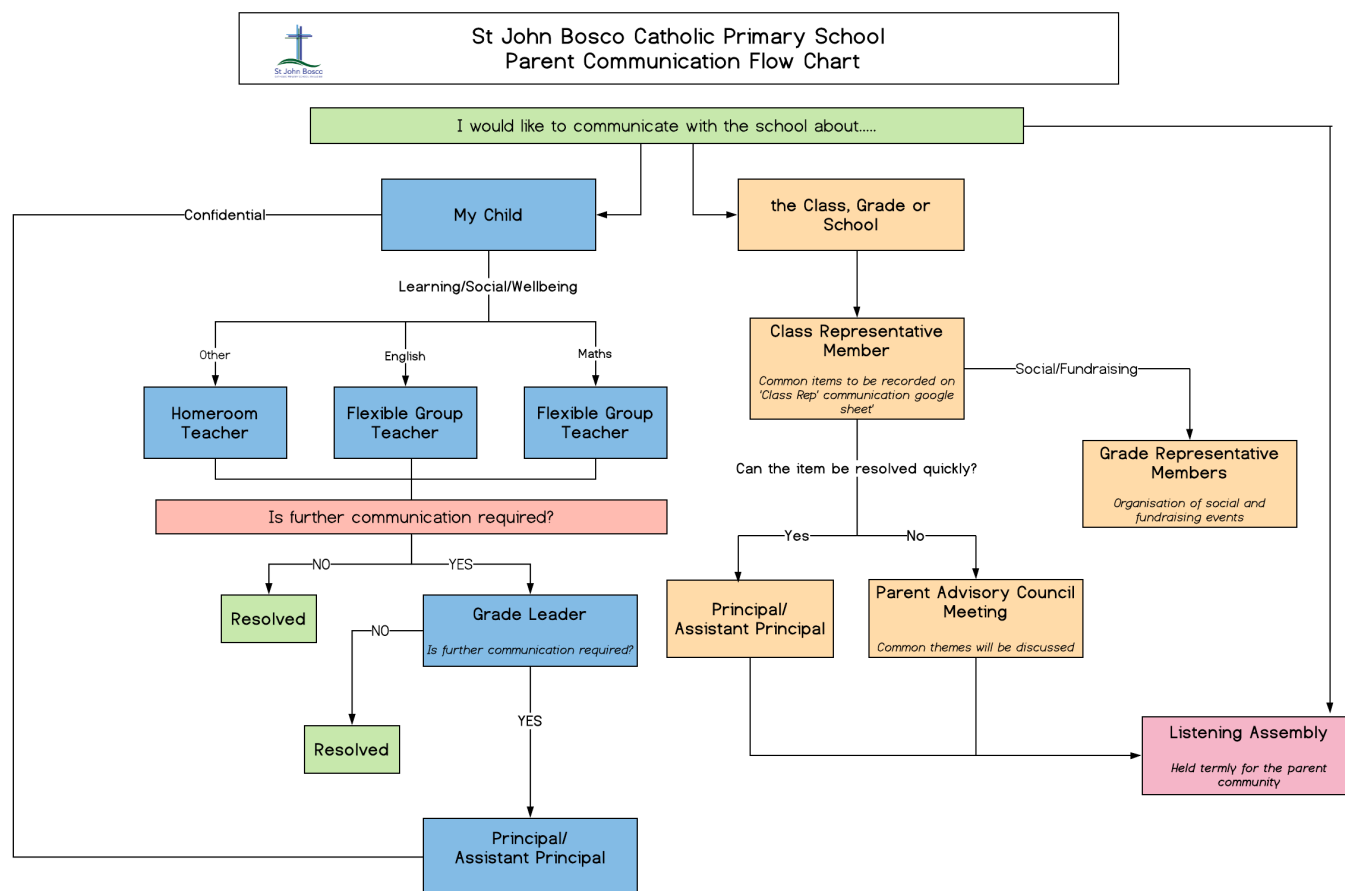
- A full staff meeting is held on Wednesday afternoon from 3.40pm to 4.40pm
- The agenda (if required) is shared with staff via email

Briefing Meetings

- A maximum of 5 briefing meetings will be held each term on a Wednesday morning starting at 8:15am - 8:45am.
- The purpose of the briefing is for curriculum professional learning and/or general business agenda items.
- It is expected all staff attend the Briefing Meetings pro rata

4.2 COMMUNICATION: PARENT - SCHOOL

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



A range of communication methods will be used for parents -

a. Termly Newsletters

- The leadership team work with the School Support Officer to create a fortnightly newsletter
- The newsletter is distributed digitally to the school and parish community via the Compass parent portal
- Parents may request a paper copy

b. Compass Parent Portal

- A weekly 'This week @ Bosco' will be sent every Friday via Compass
- It is used for messages to parents reminding them of school events, newsletters and notes.
- There is a parent calendar in the portal - when entering events on the school calendar teachers need to also add relevant events to the parent calendar.
- It may be used for payments, consent to events and to submit absence notes
- All messages are instant, staff members must ensure that the information is accurate and well-presented before sending.

c. Website

- The school website is an information portal for parents and the wider community
- It is maintained by the school support officer, Assistant Principal and Principal

d. Email

- Staff – Parent Emails
 - o Parents have the option of emailing the relevant teacher via the compass portal or through info@sjbpsengadine.catholic.edu.au
 - o School Support staff will forward emails to relevant staff
 - o If there is an issue that the Principal or Assistant Principal needs to be aware of, please BCC the Principal or Assistant Principal.
 - o Staff are expected to respond or acknowledge a parent email within a 72 hour time period (working day).
- **Care must be taken when emailing parents: as a general rule it is best used for conveying simple information or arranging appointments. Staff are advised to discuss complicated, personal or emotive issues face to face, or if circumstances require, by telephone.**

e. Meetings with parents –formal

- All formal meetings with parents (face to face or via telephone) must be minuted on the appropriate Chronicle on Compass under the child's name.
- If the issue or concern is of a serious nature staff are advised to inform either the Principal or Assistant Principal.

f. St John Bosco Facebook Page

- St John Bosco Catholic Primary School Social Media Team will manage the school's Facebook Page.
- Facebook content should highlight the great things happening at the school, including programs, learning, facilities, events and/or resources and to be used as reminders for upcoming events. Content may include:
 - excursion/incursion reminders
 - school celebrations
 - special events
 - STEM/Science Activities
 - Creative Arts
 - Presentations
 - Sports
 - Out of the ordinary occasions
- Staff are to adhere to the [St John Bosco Primary School Social Media Team Guidelines](#)
- Principals/Directors are responsible for ensuring the effective use of social media for marketing and community engagement in line with relevant SCS policies and guidelines [Staff acceptable use of technology policy](#) and the [SCS Code of Professional Conduct](#).
- Parents are to be aware that the facebook page is not to be used as a communication tool and are directed to contact the school if they have questions or queries. Comments will be removed if deemed not appropriate.

g. Digital Platform - Seesaw K-6

- Seesaw will be used by each class as a way to inform parents about their child's learning and the learning that is happening within the flexible group and/or home class.
- Protocols for the use of seesaw are to be followed to ensure consistency among the classes. These protocols will be communicated to parents and will be reviewed often.

Protocols:

- 1 - 3 'home class' posts per week
- Individual posting to a student's portfolio is additional to the point above

- Every learning space will have access to an iPad that the teacher and student can use for SeeSaw
- It is the responsibility of the teachers to teach the students the skills to use the SeeSaw platform
- Students will have access to SeeSaw through QR codes only. Learning spaces are to have the relevant QR codes on display for the students to scan
- Teachers are not to respond to posts with written comments
- Teachers can 'like' posts if they wish
- Teachers are not required to keep a record of individual student posts
- Seesaw will not be used as a way of communicating to parents. Parents are to use Compass or email. Parents are able to 'like' a post if they wish.
- Any parent communicating via Seesaw will be asked to use other school forms of communication
- Any student who have 'No Media Consent' will not be in any photos on Seesaw where their face can be seen (this includes whole class photos and individual portfolio photos). Evidence of their learning can be uploaded without their face being visible.

Formal Parent Communication Channels

Medium	Purpose	Distribution	Frequency	Contributors
Newsletter	Informing parents of programs, events & recognising achievement	All parents & carers	Termly	Leadership Team & classroom teachers
Parent Meet & Greet Interviews	Meeting staff & knowing their child/Sharing goals	All parents & carers	Start of each year	Leadership Team and classroom teachers
Parent Teacher Interviews	Monitoring & acknowledging student achievement	All staff supporting the class group	Are offered one per Semester or when requested	Leadership team and classroom teachers
Student Reports	Reporting & acknowledging student achievement	All parents and carers	One per Semester	Leadership team and classroom teachers
Assemblies	Recognition and celebration of student achievement Relay messages, Scripture focus	Whole School via video or attendance	Weekly – Monday morning & Friday Afternoon	Leadership team and classroom teachers
Diverse Learning Needs Meetings	Reflecting, setting agreed goals and monitoring achievement	All staff supporting the student	Once per term or as required by Diverse Learning Needs Teachers	Class teachers and Diverse Learning Needs Team