



ST THERESA'S SCHOOL

COMMUNICATIONS POLICY

RATIONALE

St Theresa's School recognises the importance of clear and effective communications with all stakeholders.

This policy seeks to address the main ways in which the school ensures effective two-way communication between home and school.

PURPOSE

To improve the quality of provision for students at St Theresa's School by ensuring that effective and timely communication and consultation takes place between the school, parents/caregivers, students, and other stakeholders.

RANGE OF COMMUNICATION METHODS

There are several ways in which the school facilitates communication with parents/caregivers and other stakeholders. These include:

- New entrant pupils are invited to pre-visit mornings where the children spend time in their new class and parents are given information about the main channels of communication and information about the school.
- New Entrants pack provided to whānau at visits.
- A-Z of the school is provided to prospective whānau and is available on the school website
- School website provides various information for whānau; www.saint-theresas.school.nz
- St Theresa's uses the Hero app for a lot of its communications including the weekly newsletter on a Thursday.
- Meet the teacher Term 1.
- Goal setting is held in Term 1.
- Mid-Year 3-way conferences and written reports are held at the end of Term 2.
- End of Year written reports in Term 4.
- Sports code updates via school Sports Coordinator through the Hero app.
- Classes provide notices, newsletters at various times through Hero.
- Informal face to face communication.
- Paper notices sent home with students.
- Signage on the corner of King and Leith Streets.
- Details Annual calendar found on the school website.
- Notices posted on the noticeboard by the library.
- Classroom newsletters.
- Whānau Hui.
- 'Contact the Teacher' page on Hero to be used for parents to contact a teacher directly. Teachers may choose to respond to a parent's post by email.

Texting or calling staff to their personal mobile phones is not a form of school and student related communication. School related queries are to be made by phone to the school or by email to admin@saint-theresas.school.nz. Response to email will be done according to the guidelines in this policy.

CONSULTATION AND FEEDBACK

Consultation between the school, parents/carers and students/pupils may operate in the following ways:

- Questionnaires are issued periodically to parents on a range of topics and through a variety of means (hard copy, through electronic surveys, email). These may be distributed at specific parental events or via electronically.

- As part of the school's system of self-review, students are also sometimes involved in Student Voice feedback where appropriate.

REQUESTING A MEETING

If a parent/caregiver wishes to make an appointment with a teacher or principal, then they are to either email: admin@saint-theresas.school.nz or phone the school office (03) 2176502. It should be noted that staff typically have staff/team meetings after school on Monday so may not be available during this time.

UNACCEPTABLE BEHAVIOURS

Should any member of staff experience unacceptable behaviour directed towards them, student or a colleague then they will bring a meeting to a close, request that the person leave the school site and report the matter to a senior leader.

Should a parent, carer or other attendee at a meeting believe that a member of staff behaviour is unprofessional or otherwise unacceptable then this should be reported, and the matter will be dealt with under the school's concerns and complaints policy/procedure.

Whilst rare, aggressive, or abusive behaviour toward any member of staff is never acceptable and will not be tolerated. Should this occur, the person(s) will be instructed to leave the school site and the incident may be reported to the police. Any subsequent communication or meetings will only take place if the Board/Management believe the safety, welfare and dignity of staff can be assured.

EMAIL GUIDELINES

The following outlines the school policy regarding email communication between home and school. All communication must respect the dignity of the recipient.

1. Within 48 hours - receipt of an email will be acknowledged (during term time but not over a weekend, holiday periods, or when a staff member is on leave or attending school related PD/Meeting or event e.g. Camp, school trips).
2. Within 5 working days - provide a response to the email by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected and will be indicated.
3. If a member of staff is not able to deal with the email forwarded by the office directly then they may pass it on to the most appropriate person and the sender will be informed that this has been done.
4. The school will not be expected to monitor or respond to emails out of their normal working hours (including weekends and public school holidays).
5. Whilst this is rare, if the school receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to the principal, who will decide if consideration needs to be given to dealing with further communication under the schools 'concerns and complaints policy and procedures.

This policy is to be read in conjunction with our Privacy Policy and Concerns and Complaints Policy.

Formulated: August 2018

Approved: April 2025

Reviewed / Ratified: Triennially, April 2028