



# Enter to Learn, Go out to Serve

## **Parent Communication and Involvement Policy**

### *(Executive Summary)*

#### **Our Policy**

Macarthur Anglican School we believe that positive, clear and effective communication between the School and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Macarthur Anglican School seeks to facilitate both formal and informal communication between the School and parents/guardians, including:

- ✓ General School communications
- ✓ Structured parent/teacher communications
- ✓ Parent-initiated communications with teachers
- ✓ Parent-initiated communications with respect to operational matters
- ✓ Complaints management.

#### **Structured Parent/Teacher Communications**

Formal structured parent/teacher communications are facilitated throughout the year via:

- ✓ Entries in student diaries
- ✓ Parent/teacher interviews
- ✓ Parent and guardian information evenings
- ✓ Student reports to parents (bi-annually)

#### **General School Communications to Parents/Guardians**

General informal School communications to parents/guardians are facilitated through:

- ✓ The online publication of our newsletter The Bulletin
- ✓ A printed copy of our bi-annual magazine (Tartan Ties)
- ✓ Updates on our public website
- ✓ The online School calendar
- ✓ The online academic assessment calendars
- ✓ Termly email distribution of "Significant Dates"
- ✓ Permission notes, event notices and other communications provided to email addresses of parents/guardians
- ✓ Emails highlighting important information pertaining to the whole school, a year grade or a subject/class group

- ✓ The annual report to parents
- ✓ Speech and Awards Evening
- ✓ Facebook
- ✓ Twitter at @MacAngSchool
- ✓ Letters by post - used where email is not possible or is deemed inappropriate.

## **Parent-Initiated Communications with Teachers**

Parents and guardians should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- ✓ Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- ✓ General curriculum enquiries should be addressed to the Faculty Head or the Dean of Studies.
- ✓ Pastoral care enquiries should be addressed to a student's Head of House, Heads of School or the Dean of Students.
- ✓ Parents should not expect teachers to reply to complex, sensitive or difficult matters via email. Teachers may acknowledge the receipt of such emails, but parents/guardians and teachers are expected to manage such matters either face-to-face or by telephone.

When seeking to arrange a meeting parents should make a formal appointment for either a telephone conversation or a face-to-face meeting.

Appointments can be made by contacting the Administration Office on (02) 4647 5333.

Where possible we will endeavour to arrange a meeting within three days of receiving a request.

If a parent or guardian is dissatisfied with the response of a teacher they should request an appointment with their child's Year Co-ordinator.

## **Courteous and Respectful Behaviour**

The School's staff endeavour to be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/guardians and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents/guardians are expected to abide by the School's Code of Conduct (Parents and Guardians) at all times, and all communications with teachers and School staff should be approached in a calm and non-aggressive manner.

## **Complaints Policy**

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher, Head of House, Faculty Head or another member of Macarthur Anglican School's staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints

and Grievances Policy which is available on our public website.

### **Emergencies**

Normally, a parent or guardian should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the School office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent/guardian and child.

*The last textual change to this policy was made in August 2020.*