

**Purpose:**

The St Joseph's School Waroona, communication framework is designed to support positive, respectful and meaningful relationships within our community.

*Our Mission: We are an integral part of the Waroona Catholic Community, inspired by Christ's teachings. We endeavour to nurture all children to grow as confident, independent, life-long learners, enabling them to contribute to society with dignity, respect and a spirit of service.*

*Our aspiration is that all students demonstrate sustained growth in literacy and numeracy whilst improving collective levels of well-being in our Catholic community.*

To achieve our shared mission and aspiration we promote modern communication practices and our intention is to provide parents and caregivers information that will successfully allow effective and authentic communication within our school and the wider community.

The purpose of the St Joseph's School Waroona Communication Framework is:

- To ensure clear communication of the high expectations we hold for all members of our community.
- To establish consistent expectations for how the school communicates with parents and caregivers to support student learning and wellbeing.
- To provide our parents and carers with an appropriate framework to communicate with school staff.
- To ensure that all members of our school community use communication practices and language that promotes clear, accessible, inclusive and respectful interactions.
- To foster learning partnerships and connections between students, staff, parents and carers and the wider community that promote belonging, inclusivity and treat people with dignity.
- To help parents and carers understand the language of learning promoted within the St Joseph's Catholic School Improvement Plan for learning, including the terms used by teachers in the classroom with students to communicate learning goals and expectations.
- To assist parents and carers to positively and effectively discuss learning with their students at home and to effectively communicate with teachers using a common language of learning.
- To assist the development of our positive school community by building and strengthening relationships between staff, students and parents and carers based on mutual respect and courtesy.
- To ensure processes are in place to allow for open and honest communication amongst all School Community members.
- To provide parents/carers and the wider community with information regarding events, achievements and activities at the school in a timely manner.



### Telephone

For all urgent matters, enrolments, changes to contact details, and to arrange time to meet with teachers or the School Leadership Team please contact the office by telephone:  
Phone: 08 9782 6500

Please note that office hours are Monday to Friday – 8:15am-3:30pm

Please refrain from requesting contacting staff members on their personal mobile phones.

Students will need to sign mobile phones into the administration prior to the start of school and collect them immediately after school.



### Email

All families are requested to provide their email details on enrolment. Updates can be made by contacting [admin@stjoeswaroona.wa.edu.au](mailto:admin@stjoeswaroona.wa.edu.au)

To address our carbon footprint we predominantly communicate via email and SMS.

Staff have CEWA Ltd email addresses and access their emails daily during school days (unless absent or on leave).

Teachers will respond to parent/carer emails within TWO (2) school days, during the school week.

The administration email address is:  
[admin@stjoeswaroona.wa.edu.au](mailto:admin@stjoeswaroona.wa.edu.au)

Administration Officers and the Leadership Team will access their emails at various times throughout the day and will acknowledge to parents'/carers receipt of emails also within two school days, during the school week.

For urgent matters please telephone the school 9782 6500 rather than emailing.

Parents and Carers may use email contact to advise of short-term student absences through illness or to submit organisational information.



Please do not use email to pass on messages about going home arrangements as staff may not always be able to access emails during the school day.

Please refer to the email guidelines (in the appendix of this document) outlining expectations for parents/carers when emailing staff.

Invoices related to school fees are distributed via email.


# School Communication Methods


The following table outlines the communication tools we use between our community members.

Communication Tool	Description of Use
 <p data-bbox="226 705 592 743"><b>Text Messaging Service</b></p>	<p data-bbox="722 544 1445 649">St Joseph’s utilises an automated text message service to notify parents and carers of unexplained student absences.</p> <p data-bbox="722 687 1465 792">These messages are sent by 10am to any parent or carer who have not contacted the school regarding their child’s absence via telephone, or other means.</p> <p data-bbox="722 831 1409 972">Parents and carers can respond to the issued automated text message service to explain their child’s absence ensuring their child and parents name is included.</p> <p data-bbox="722 1010 1465 1151">St Joseph’s will utilise the text message service to contact parents and carers in regard to other urgent matters, such as; school closure due to extreme weather events.</p> <p data-bbox="722 1189 1465 1294">St Joseph’s will utilise the text message to inform parents and carers of practice of compulsory school drills such as lockdown and fire drills.</p> <p data-bbox="722 1332 1417 1406">Text messages are sent to one parent/carer per student, unless other arrangements are in place.</p> <p data-bbox="722 1444 1445 1563">A weekly text message will be sent each Thursday with a hyperlink to the schools website with the weekly messages/newsletter</p>
 <p data-bbox="108 1966 699 2002"><a href="https://www.stjoeswaroona.wa.edu.au/">https://www.stjoeswaroona.wa.edu.au/</a></p>	<p data-bbox="722 1570 1315 1606"><a href="https://www.stjoeswaroona.wa.edu.au/">https://www.stjoeswaroona.wa.edu.au/</a></p> <p data-bbox="722 1664 1369 1700">Form to notify school of your child’s absence.</p> <p data-bbox="722 1758 1461 1863">Contains access to information about the school including important framework and school reporting documentation.</p> <p data-bbox="722 1901 1433 1975">Contains relevant contact information and links to other resources and communication tools.</p>

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Communication Tool	Description of Use
	<p>Contains a digital calendar with the most current upcoming events and should be checked on a regular basis, in case of date changes to events.</p>
	<p><a href="https://www.facebook.com/stjosephswaroon/">https://www.facebook.com/stjosephswaroon/</a></p> <p>The Facebook page is used to provide updates on events and activities for the school.</p> <p>The Facebook Page is a public page. Please adhere to the Code of Conduct and CEWA Ltd Acceptable Use Guidelines and the Social Media Guidelines set out in the Communication Framework when contributing or commenting on the Facebook page.</p> <p>The Facebook page is an excellent place to check for any last minute updates, such as; changes to sporting events due to inclement weather.</p>

 <p><b>Seesaw App</b></p>	<p>Parents and carers can communicate with teachers via the Seesaw App.</p> <p>Teachers will acknowledge receipt of messages in two (2) school days. Please do not use Seesaw for urgent matters or to inform the school of changes to school pick up arrangements as the teacher/staff member may not see the message in time. It is preferred that you please telephone the office 08 9782 6500.</p> <p>Students will be able to develop digital learning portfolios and provide feedback via the Seesaw App.</p>
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The following table outlines the communication tools we use between our community members.

Communication Tool	Description of Use
 <p data-bbox="177 842 424 913"><b>Face to Face Communication</b></p>	<p data-bbox="488 506 1410 651">Appointments with teachers and school leaders can be made via email or through the office. Teachers will provide contact email information at the beginning of the year, through class and/or electronic and information evenings.</p> <p data-bbox="488 685 1390 996">If you wish to discuss your students' needs with the class teacher, it is important to remember that teachers are busy with the students in their classes from 8:30am to 3:10pm, therefore meeting times will need to be outside these hours. We encourage meetings to occur after school as teachers need to prepare for the day each morning. Communication between parents and carers and staff is always welcomed and encouraged.</p>
 <p data-bbox="153 1189 448 1261"><b>Report and student data</b></p>	<p data-bbox="547 1016 1426 1167">Student results are issued via SEQTA within two weeks of the assessment occurring. Parents are encouraged to meet with teachers to discuss the data.</p> <p data-bbox="547 1178 1445 1249">Semester Reports are distributed (via SEQTA) twice per year – at the end of Terms Two and Four.</p>
 <p data-bbox="161 1588 424 1659"><b>Parent &amp; Teacher Interviews</b></p>	<p data-bbox="488 1391 1398 1503">Parent and teacher interviews take place in Term One and Term Three to discuss students' progress, concerns, goals and any other issues.</p> <p data-bbox="488 1536 1426 1648">Parents are always encouraged to request a meeting with their child's teacher and please email the teacher to request a meeting. (Note two days for teachers to reply)</p>
 <p data-bbox="220 1879 395 1951"><b>Information Evenings</b></p>	<p data-bbox="488 1733 1382 1805">Information Evenings occur in Week 3 of Term One annually to outline the year ahead.</p> <p data-bbox="488 1839 1385 1910">Teachers will discuss processes, procedures, expectations and curriculum.</p>

## School Communication Methods

The following table outlines the communication tools we use between our community members.

Communication Tool	Description of Use
 <p data-bbox="173 837 416 913"><b>School Opinion Survey</b></p>	<p data-bbox="489 524 1412 633">School Climate Surveys are undertaken annually and are designed to obtain the views of parents and carers, students and school staff on what they do well and how they can improve.</p> <p data-bbox="489 667 1396 777">Opinions on the school, student learning, and student wellbeing are sought from a parent or carer in all families and a sample of students from the school.</p> <p data-bbox="489 810 1337 949">Opinions on the school as a workplace are sought from all school staff and parents. There are additional questions for teaching staff on their confidence to teach and improve student outcomes.</p> <p data-bbox="489 983 1406 1059">Key results of the survey are shared with the School Community via the St Joseph’s School Waroona website and reports.</p>



## Communication Procedures

### Preferred Method of Distributing Information

#### Procedure Information

- The use of emails is the preferred method of distributing information within the school community such as notes, invoices, and information flyers. Parents and Carers should inform the school if they have a preference for receiving information in another form.
- Teachers will contact a student's parent or carer in a timely manner (by phone, email or Seesaw) to make an appointment to meet in person) to discuss concerns that arise about a student.
- Teachers will contact a student's parent or carer if the students' behaviour is inappropriate and/or disrupts the teaching and learning process.
- A member of the leadership team will contact a student's parent or carer if a student's behaviour was impeding the good management and order of the school.
- The Administration staff will contact parents or carers if a student is injured at school, complains of illness or needs to go home for any reason.

### Raising Concerns

At times parents and carers may have concerns regarding a student's academic progress, social relationships or a general classroom matter. **These concerns should be raised directly with the student's class teacher in the first instance.**

#### Procedure for contacting a classroom teacher

When a parent or carer wishes to contact a member of staff the procedure is to contact the teacher involved giving a brief outline of the issue or concern.

Contact should be made using one of the following approaches: **Contact also by Seesaw?**


- Contact the teacher in writing via email or via Seesaw asking to organise a suitable time (note 2 day response framework).
- Contact the school, either by phone or the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.

Where a teacher has been approached and attempted a resolution, but the issue remains unresolved an appointment should be made with the Assistant Principal to discuss the issue further.



## Expectation of School Staff

### Procedure Information

- Staff will contact a student's parent/carer in a timely manner by phone or by email or Seesaw to make an appointment to meet in person to discuss concerns that arise about a student.
  - Email should not be used in the first instance to discuss a sensitive issue which was not initiated by or had not been previously discussed with the parent or carer. For sensitive issues and concerns communication should be preferably via email to organize a meeting to address concerns. Once agreed between the teacher and the parent or carer (following a meeting or telephone conversation) email may be used as a form of ongoing communication.
  - Staff will aim to acknowledge the parent or carer emails within two (2) school days during the school week.
  - When an email is received from a parent or carer that requires some time to gather information and reply properly then the staff member should respond acknowledging that the email has been received and indicate when a fuller response will be sent.
  - Use language that is clear and accessible to parents or carers and the community. Avoid or explain confusing educational terms.
  - When on leave staff will activate an auto reply message detailing relevant leave.
  - Staff **WILL NOT** respond to offensive or abusive emails and should forward them to their Assistant Principal or the Principal.
  - Access to a School email account is provided to staff members for sending and receiving emails related to the business of the school. However, a small amount of personal use is accepted and tolerated.
  - Business emails sent and received are official records and must therefore comply with the CEWA Ltd Records Management Framework and associated Procedures.
  - Users of a School email account are required to respect confidentiality, privacy, legal and professional privilege and the rights of others and to ensure that the content and dissemination of email does not jeopardise those protections.
  - Email resources should not be used in a way that causes excessive strain on the School's Information Systems, including use that consumes a large amount of bandwidth such as sending emails with large attachments to a number of recipients.
  - Users must be aware that email messages which they send may be construed as representing the School's position. Where a User does not have authority, is not aware of the School's position, or where their personal view may differ from that of the School, the opinion should not be expressed.
  - All communication should be recorded in the SEQTA.
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## Expectation of Parents and Carers

### Procedure Information

- It is the responsibility of parents or carers to provide the School with up-to-date contact information including telephone number and email address.
- All communication must align with St Joseph's School Code of Conduct
- We request that school email addresses are not used for personal purposes.
- To contact classroom teachers please: Contact the teacher in writing via email/seesaw asking to organise a suitable time.
- Contact the school, either by phone or at the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.
- Please do not contact teachers on their personal mobile phones or any social media.
- Please send only non-vital messages via email/seesaw. For example do not use email/seesaw to inform the school of changes to school pick up arrangements as the teacher/staff member may not see the message in time. In these instances please telephone the school office.
- Please note that Teachers are not usually available to respond to emails/seesaw during teaching time or whilst on playground duty. Teachers will usually access their emails/seesaw daily. They will respond to emails/seesaw as soon as is practical usually within one two school days.
- For all medical and health concerns please contact the school office by telephone.
- Contact by email may be used to advise the School of short term student absences through illness or to submit organisational information.
- Please don't seek to discuss in detail a student's academic progress learning expectations or behavioural issues by email/seesaw. These are best addressed in person or over the phone. Use email/seesaw to arrange a suitable time with the teacher to discuss these matters. When agreed between the teacher and the parent or carer (following a meeting or telephone conversation) email/seesaw may be used as a form of ongoing communication.
- Parents and Carers should refer all school related matters to the School and should not approach other students or contact other parents or carers directly about any issues or concerns.

