



Our Lady of the Way Primary School
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Communication with Staff Procedure

Updated 2023

1.0 Rationale

At *Our Lady of the Way School* we believe that this Communication Policy;

- Provides a framework for effective communication.
- Promotes understanding and co-operative teamwork between the school, parents/carers and students
- Promotes active participation of the whole school community in effective communication.
- Is based on the collective understanding that parents/carers, students and staff have a common goal.

2.0 Aims

To provide a clear framework for all members of the community that;

- enhances positive communication between parents / carers and school staff.
- provides clear communication pathways

3.0 Implementation

Having clear well defined channels of communication are important. Defining how and when parents and carers can communicate with staff is essential. These boundaries are highly valued by staff and mean requests can be managed as efficiently as possible. Staff have a responsibility to be available to parents to support the education of their children, but clear expectations ensure parents / carers and staff communicate at mutually acceptable times and places.

To support this expectation the following guidelines are to be utilised.

1. Meeting with Teachers

Meeting with teachers should be planned. This means that they are booked ahead of time. Showing up on a morning and expecting a meeting is not fair

given teachers need to organise learning for the whole class and often have other meetings to attend. Additionally talking to staff whilst they are supervising students is unfair and unsafe given that the staff member is then distracted from their primary supervising responsibility. All requests for a meeting should go through the school office via a phone call or email with a short explanation as to what the meeting is for.

2. Meeting with School Leadership

Leadership Team members are available to meet with parents, but only after the class teacher has been given the opportunity to attend to the issue at hand. This process eliminates the need to double handle requests.

3. Phone Calls to staff

Phone calls to staff should be directed through the school office. Staff will endeavour to call back as soon as possible. All messages should include a short explanation as to what the meeting is for.

4. Emails to Staff

All emails should be directed through the school email account. These emails will be disseminated to the most appropriate staff member. Staff will endeavour to respond as soon as possible.

Staff are not available to answer parent requests outside of regular school hours. This is an invasion of their family time and protected under the current Enterprise Agreement.

All student specific communication should occur with one of the class teachers. Teacher's Aides are available to answer organisational questions, but they are not responsible for the education of students. Their role is to take direction from teachers to support their work.

Communication Flow Chart

The following flowchart clarifies how parents/carers enquiries will be managed at Our Lady of The Way.

1.	Initial conversation	With the class teacher
2.	Further clarification required	Contact the appropriate Instructional Leader; Infants - Mrs Curry Primary - Mrs Hamilton
3.	Issue not resolved	Contact the Assistant Principal, Ms Ruff
4.	Further clarification required	Contact the Principal, Mr Kapitanow

Any enquiries related to Religious Education can be directed to Mrs Day where this does not relate to normal class teaching.

Any sport related enquiries can be directed to Mrs Bunter where this does not relate to normal class teaching.

4.0 Evaluation

The Principal, with delegated responsibility to the Leadership Team will be responsible for the planning, implementation and review of this program.