



Policy Objectives

This policy outlines the main ways in which the College seeks to facilitate communication between the College and parents/carers.

Policy Statement

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

The Marcellin and Champagnat Campus Receptions (8350 2500), open between 8am and 4.00pm on school days, are points of contact for parents.

Parents are most welcome to visit the College and appointments can be made by phoning the College.

If parents' details change (such as home address or contact numbers) they are encouraged to contact the College as soon as possible to ensure the College maintains up to date records. The Student Details Form is also provided to families to update annually.

General College Communication to Parents

General College communications to parents are facilitated through:

- The on-line publication of our fortnightly 'Hearts Newsletter'
- Updates on our public website – www.shc.sa.edu.au
- SEQTA parent portal - Engage
- The College calendar, also on the website
- Email
- Annual College magazine, 'The Hearts Collegian'
- Notes and other written communications provided to students to be passed on to parents;
- Emails highlighting important information usually pertaining to the whole College, a year group, or a subject/class group
- College Facebook page
- Instagram page
- Other publications such as the 'Sports Newsletter' and the 'Blue and Blue'
- Letters by post – used where email is not possible or is deemed inappropriate.

Structured Parent Teacher Communications

Structured parent teacher communications are facilitated throughout the year via:

- Entries in student diaries
- Email
- Parent teacher interviews
- Parent information evenings



Parent/Carer Initiated Communications with Teachers

Parents should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It is therefore usually difficult to arrange meetings on 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.
- The College's SMS Attendance Management System enables parents to be notified, if their daughter or son has been marked as absent or late on any school day and no notification has been received from the family.
- General curriculum enquiries should be addressed to the relevant Leader of Learning or the Director Teaching and Learning.
- Pastoral care enquiries should be addressed to a student's Homeroom Teacher or their House Leader or the Director of Students on each Campus. It is also possible for parents to contact the College counsellors directly.
- 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 telephoning the College office on 8350 2500 by email enquiries@shc.sa.edu.au
- Where possible we will endeavour to arrange relevant meetings within 3 days of receiving a request. If a parent is dissatisfied with the response of a teacher they should request an appointment with the Head of Champagnat or Deputy Principal (Head of Marcellin) as appropriate.

Courteous and Respectful Behaviour

Sacred Heart's teachers and staff endeavour to be courteous and respectful with our students, parents and our wider community. We also expect students, parents and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents are expected to abide by the College's Student and Parent Rights and Responsibilities Policy at all times and in particular all communications with teachers and College staff should be approached in a calm and non-aggressive manner.

Enquiries and Complaints - Rights and Responsibilities

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher or Pastoral Leader or other member of College staff they may lodge a formal complaint which will be dealt with in accordance with our Grievance Procedures Policy which is available on our website.

Emergencies

Normally, a parent should not communicate with their child during school hours. In the event of an emergency, parents are requested to contact the College Receptions, advise them of the nature of the emergency and staff members will facilitate communications with their child.

Policy Title	Parent/Carers Communication Policy
Ratified by Executive and College Council	May 2019
Policy due for review	May 2021