



Definition

At Sacred Heart College 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.

Aim/Rationale

This policy outlines the main ways in which Sacred Heart College seeks to facilitate communication between the College and parents/carers including:

- general College communications;
- structured parent/carer teacher communications;
- parent/carer initiated communications with teachers and other staff;
- parent/carer initiated communications with respect to operational matters; and
- complaints management

Implementation

General College communications to parents/carers are facilitated through:

- email
- SEQTA Parent Portal - Engage
- the online 'Hearts News' publications
- updates on our website – www.shc.sa.edu.au
- the College calendar, also on the website
- notes and other written communications provided to students to be passed on to parents/carers
- emails highlighting important information usually pertaining to the whole College, a year group, or a subject/class group
- College Facebook page - <https://www.facebook.com/shcadelaide>;
Instagram page - <https://www.instagram.com/shcadelaide/?fbclid=IwAR1MIrvG-swu4EY34qa9ikzV3U30Qs7Ht85wNwYwxb2NBFaad3rvKnPIWBo>
- letters by post when required.

Structured Parent/Carer Teacher Communications

Structured parent/carer teacher communications are facilitated throughout the year via:

- email
- parent/carer teacher interviews (in person, phone or online via Google Meet)
- parent/carer information sessions (in person, or online via Google Meet or YouTube)

Parent/Carer Initiated Communications with Teachers

- Parents/carers 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 and in the spirit of subsidiarity:
 - Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.



- General curriculum enquiries should be addressed to the Directors of Teaching and Learning on each Campus
 - Subject specific enquiries should be addressed to the appropriate Head of Learning Area
 - Pastoral care enquiries should be addressed to a student's Home Room Teacher
 - Serious pastoral concerns can also be directed to the appropriate Head of House or Director of Students
 - The Head of Campus, Deputy Principal and the Principal may become involved following the initial management of the issue by the people mentioned above or in matters impacting the College reputation or a student's continued enrolment
- When seeking to arrange a meeting parents/carers should make a formal appointment for either a telephone meeting or a face to face meeting.
 - Appointments can be made by telephoning the College office on 08 8350 2500, or emailing via the 'Contact' section of the website (<https://www.shc.sa.edu.au/contact-us.html#nc-contact-office-9070>)
 - Where possible we will endeavour to arrange meetings within 3 days of receiving a request.
 - If a parent is dissatisfied with the response of a staff member, they should request an appointment with the Head of Champagnat or Head of Marcellin Campus, as appropriate.

Courteous and Respectful Behaviour

- Sacred Heart College's teachers and staff endeavour to be courteous and respectful with our students, parents/carers 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/carers are expected to abide by the College's Student and Parent/Caregivers Rights and Responsibilities at all times and in particular all communications with teachers and College staff should be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher, middle leaders, Heads of Campus or other member of Sacred Heart College's staff, they may lodge a formal complaint which will be dealt with in accordance with our Grievance Procedures Policy which is available on the website.

Emergencies

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

Policy Title	Parent Carer Communication Policy
Ratified by Executive and College Council	February 2022
Policy due for review	February 2025