



Lobethal
LUTHERAN SCHOOL
Historically Grounded. Future Minded



Parent Communication Policy

explore together | thrive together | serve together

Source of Obligation

Criterion 2.6 of the SA Registration Standards requires the School to regularly monitor, review and record individual student performance and inform students and their parents/carers about the student's performance throughout each enrolment year. Criterion 3.8 requires the School to communicate with parents and carers about issues concerning the safety, health and welfare of students.

Child Safe Incidents or Concerns

In the event of a child safe incident or in concern at or involving the School or our Staff, Volunteers or Contractors, communication with parents/cares will be managed in accordance with *Communicating with Parents / Carers About Internal and External Reports* and *Sharing Information About Students' Safety and Wellbeing*.

General Communication to Parents

General School communications to parents/carers are facilitated through;

- Seesaw
- email
- text message
- phone call.

Lobethal Lutheran School's Policy

At Lobethal Lutheran 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 the School seeks to facilitate communication between the School and parents/carers including:

- general school communications
- structured parent/carer and teacher communications
- parent/carer-initiated communications with teachers
- parent/carer-initiated communications with respect to operational matters
- complaints management.

Parent / Carer Initiated Communication 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:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher
- General curriculum enquiries should be addressed to the Learning Support teacher
- Pastoral care enquiries should be addressed to our head of Wellbeing or Pastoral Care Worker.

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

Structured Parent-Teacher Communications

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

- entries in student diaries
- parent-teacher interviews/information sessions
- student's School reports
- parent and carer information evenings.

Parent Appointments Procedure

Purpose:

To facilitate effective communication and collaboration between parents and school staff through scheduled appointments.

Procedure:

- 1. Requesting Appointments:** - Parents can request appointments with teachers via phone call, email, or Seesaw.
- 2. Appointment Confirmation:** - Upon receiving a request, school staff or teacher will confirm the appointment details and availability with both the parent and the staff member.
- 3. Appointment Reminders:** - Reminders will be sent to parents and staff members prior to the scheduled appointment to ensure attendance and readiness.
- 4. Appointment Conduct:** - During the appointment, the staff member will address the parent's concerns, discuss student progress, and collaborate on strategies to support the student's academic and personal development.
- 5. Follow-Up Actions:** - After the appointment, any agreed-upon action items or follow-up steps will be documented and communicated to both the parent and relevant school staff.

Conclusion:

The Parent Appointments Procedure ensures efficient and productive communication between parents and school staff, fostering a collaborative approach to student support and success. Where possible, we will endeavour to arrange relevant meetings within three days of receiving a request. If a parent/carer is dissatisfied with the response of a teacher, they should request an appointment with the Principal.

Emergencies

Normally, a parent/carer 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 then facilitate communications between the parent/carer and their child.

Courteous and Respectful Behaviour

The School's teachers and staff endeavour to be courteous and respectful to our students, parents/carers and our wider community. We also expect students, parents/carers 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 School's *Parent Code of Conduct* at all times, and in particular, all communications with teachers and School staff should be approached in a calm and non-aggressive manner.

Complaints Management

If a parent/carer is dissatisfied with the conduct or outcome of their communications with a teacher or Year Group Coordinator or other member of School staff they may lodge a formal complaint which will be dealt with in accordance with the. For more information, refer to *Complaints Handling Policy*.

Implementation

The Principal and authorised delegates are responsible for the effective implementation of this Policy.