



Our Lady of the Way Wallan East PARENT COMMUNICATIONS POLICY

It is the intention of Our Lady of the Way Primary School to provide all parents with clear guidelines regarding communication.

Our Lady of the Way is now implementing a total communications strategy to ensure prompt and efficient communication is available to and from families for the future.

The strategies agreed from May 2022 are as follows:

1. **Telephone the school:** 8609 1784 between 8.00am and 4.00pm on school days for enquiries. Teaching staff are unlikely to be available- please use email. Please note that if this is general classroom business, the first point of contact is the classroom teacher via email.
2. **Email:** for parent communications to and from the principal, school leaders and teachers.
For example:
 - a. Leadership Team- contact admin@ourladywallan.catholic.edu.au Attention: Jodie Barnes
 - b. Accounting- contact admin@ourladywallan.catholic.edu.au Attention: Eileen Bugeja
 - c. Teaching staff- the christian name. surname – all in lowercase- then add @ourladywallan.catholic.edu.au. Eg; john.smith@ourladywallan.catholic.edu.au
3. **School Website:** www.ourladywallan.catholic.edu.au
For 'Child Safety' policy, 'Complaints & Concerns' policy, 'Parent & Child' code of conduct and all enrolment information and uniform enquiries.
4. **SeeSaw Family:** for showcasing student learning between families and classroom teachers on a regular basis. QR codes are distributed to each family at the beginning of each year to access SeeSaw Family.
(Please note this platform is not to be used for messaging with the classroom teacher).
5. **School Newsletter:** Emailed to all families fortnightly. We encourage you to read this as it contains important updated information.
6. **Parent Access Module (PAM):** This app is used for student absences, updating medical information, school semester reports and the school calendar.
7. **Facebook:** This social media website showcases student learning and has updates about upcoming school events.
8. **Reminder:** Teachers will email families on a need to know basis. For example; reminders about excursions. Please refer to the School Newsletter for weekly updates.

Please Note:

- All communications between families and with school staff must be respectful and consistent with the 'Complaints & Concerns' policy and the 'Parent Code of Conduct' policy (*found on the school website*).
- All communications via email with teaching staff should be undertaken during the school hours of 8.30 am – 4.30 pm.
- No staff member is permitted to respond to parent communications outside of the above times.
- Teaching staff are not available for parent communications after 3.30pm on afternoons (Tuesday and Wednesday) they are required at Staff Meetings and Professional Learning Team Meetings.
- Responses to inquiries should be undertaken by school staff within 24 hours.