



St Philomena's Catholic Primary School *Communications Guide*

St Philomena's Catholic Primary School is privileged to be joining your family throughout your child/ren's education journey. Good communication between home and school is a dual responsibility shared by parents and staff. The school communicates regularly via a number of channels including; SeeSaw, Compass, newsletters, class notes and social media / website. Parents are invited to communicate with the school when it is necessary to do so, via the appropriate channels. To assist in knowing the best way to communicate, the following guidelines have been put into place.

First, identify the matter and most appropriate person to respond to your matter.

<i>Classroom / Playground</i>	1. Class Teacher - via Seesaw 2. Deputy / Principal
<i>Learning Support</i>	1. Classroom Teacher - via Seesaw 2. Support Coordinator (Phone or email school office to make contact)
<i>Religious Education</i>	1. Classroom Teacher - via Seesaw 2. Religious Education Coordinator (Phone or email school office to make contact)
<i>Social / Emotional</i>	1. Classroom Teacher - via Seesaw 2. If required, via classroom teacher arrangements will be made to access school counsellor
<i>Curriculum</i>	1. Class Teacher - via Seesaw 2. Deputy / Principal
<i>Finance</i>	1. Front Office / Office Manager 2. Principal
<i>Administration</i>	1. School Office Administration 2. Principal
<i>Parents and Friends Association</i>	1. P&F President / Secretary (Phone or email school office to make contact)

1. *Communicate with that person via the advised channel to initiate a discussion and / or make a suitable time to discuss the matter. Meeting arrangements can be made via Seesaw. Please be advised that teachers may not be on this app during the day, but are best place to respond first thing prior to school, or up until 5pm in the afternoons. It is not appropriate to use emails to vent in an emotional manner under any circumstance.*
2. *When meeting, come prepared with facts or questions. These maybe shared with staff prior to allow them the opportunity to gather information and/or data and be able to respond efficiently. Be prepared to listen to all points of view, as often, we do not have all of the facts.*
3. *Should parents have concerns about children other than their own, these need to be addressed through the class teacher, Assistant Principal or Principal. Under Child Protection Guidelines, parents are not permitted to approach children in the school to address issues. It is also unhelpful and inappropriate to make direct contact with other parents regarding a school matter.*
4. *The table above outlines the appropriate contact in the first instance. Should you feel that the matter has not been resolved, allowing a reasonable amount of time or opportunity to respond, the Principal, or Assistant Principal is the next person to contact.*
5. *The Catholic Education Diocese of Bathurst has a '[Complaints Management Policy](#)' which can be acted upon should parents believe the need exists.*

This series of steps can successfully facilitate full and fair discussion of all points of view surrounding an issue and quickly lead to satisfactory outcomes for all involved.

St Philomena's Catholic Primary School is committed to positive, open and respectful relationships, which are important to our school community. When anyone in our community has a cause for concern, we are committed to dealing positively with concerns in a timely manner, as fairly and as harmoniously as possible. Our children are a product of their environment and learn firstly from the adults in their lives; this process models for them the most productive and collaborative way of living and learning together.



SCHOOL COMMUNICATIONS

Apps to Download!

Please download the following to ensure seamless communications between school and home...



COMPASS

Via Compass you will receive all school wide communications and important messages. Newsletters are posted fortnightly as well as special messages and alerts.



FLEXISCHOOLS

Flexischools is our online lunch ordering system. You will also pay for special lunch orders and events via Flexischools.

CHECK OUT OUR WEBSITE

Here you can access forms, policies & procedures, archived newsletters, annual reports and LOT'S of other information!

www.stphilsbathurst@bth.catholic.edu.au



SEESAW

Seesaw creates a direct line of communication between home and the classroom teacher. Here you will receive messages direct from your child's classroom teacher and an ability to liaise directly back to them.



'LIKE' ST PHIL'S ON FACEBOOK!

Reminders, photos, celebrations and newsletters are posted on our Facebook page. Like and share whats happening, and encourage family members to 'like' and 'follow' the page to keep aware of special dates, events and news!

