

ST MATTHEW'S SCHOOL, CORNUBIA

COMMUNICATION PROCEDURES

St Matthew's School Cornubia believes open communication is essential to maintaining a trusting and inclusive school community and that the best educational outcomes will be achieved for students when teachers and parents work in partnership. We aim to keep the school community informed and to listen to community concerns.

The school has in place the following formal and informal structures for the dissemination of information:

Mechanism	Purpose	Action	Frequency
School Renewal Plan	The School Renewal Plan outlines strategic plans over a 5 year period and is reviewed annually in consultation with the community	Admin staff to co-ordinate	Annually
P & F meetings	To provide ongoing opportunities for parents/carers to be involved in fundraising and social events.	Meeting times, reports published in the school newsletter.	Monthly meetings
Principal's report	To highlight resourcing and operational issues relevant to the general school community	Principal to co-ordinate: <ul style="list-style-type: none"> • Reports for school community • End of term reports • Annual Report 	<ul style="list-style-type: none"> • Monthly P&F meetings • End of term • Annual • Parish meetings
Newsletter	To communicate key events, policies, ideas and achievements to the School community	<ul style="list-style-type: none"> • Admin staff to co-ordinate items • Teachers, students and parents to contribute items 	Weekly
Parent information nights	To inform parents about school programs or current educational issues.	Admin staff to co-ordinate items	At least once per term.
"Meet the teacher" evening	To communicate to parents an outline of the class program, procedures and routines	Advise parents of details of evening via note home and newsletter	Early Term 1 each year
End of semester written reports	To provide a comprehensive report about students' academic progress, achievements, social development and work habits	Teachers complete assessment and prepare reports that are submitted to the Principal for review and comment before presenting to parents	End of Term 2 and end of Term 4.
Parent/Teacher Interviews	Parents, students and teachers meet to discuss student achievement, progress and concerns.	Notes sent home inviting parents to attend individual interviews.	Term 1 and 3
Informal meetings with parents as needed (initiated by parents or teacher)	To share relevant information to assist individual student progress	Parent or teacher initiates meeting	As needed
Assemblies	To recognize and share achievements and information with students and parents.	Assembly organised by staff. Parents have an open and ongoing invitation to attend. Parents will be advised of any special presentations through the newsletter.	Every Friday at 2pm.
School website	To provide information about the school and its programs, achievements and policies.	The website is revised regularly	Updated at least once per term.
Excursions	To complement the classroom learning of students with experiences beyond the setting of the classroom	Parents advised of purpose and details of excursions through class notes and newsletter items	Throughout the school year as determined by the class teachers
Special whole school events, eg concerts, dancing, sporting carnivals	To foster a sense of school community through shared experience and activity	Newsletter will advise as required	Throughout the year

PROCEDURE FOR RAISING A CONCERN:

St Matthew's School parents and caregivers are encouraged to get to know the Principal and their children's teachers through the above mechanisms listed. The Principal, administration and teaching staff welcome these as opportunities to build relationships with parents.

Concerns about any aspect of the School's operations, service or personnel will be handed responsively, openly and in a timely manner while respecting the confidential nature of such matters. The following are recommended courses of action regarding communication between parents and the school:

Step 1. DISCUSS WITH YOUR CHILD'S TEACHER

St Matthew's School acknowledges that concerns and issues exist that may be resolved informally without the need to follow a formal complaints process. In such cases complainants are encouraged to initially raise issues or concerns informally with the relevant teacher. Discussing the issue or concern as soon as possible and face to face may clarify the situation and resolve any misunderstandings satisfactorily. To avoid disruption to the teaching schedule, communication with teachers should take place at mutually convenient times. If a longer conference time is thought to be needed, an appointment can be made through the school secretary or via a short note to the teacher concerned.

Step 2. DISCUSS WITH THE SCHOOL PRINCIPAL.

In the event that this does not resolve the issue, the complainant should then bring it to the attention of the Principal. The Principal is available to meet with parents and carers upon request where:

- a) You believe that a particular teacher has not adequately addressed the classroom concern which you have raised directly with them; or
- b) You have an issue, concern or matter of interest about the general operation of the school.

Parents who wish to have an interview with the Principal should make an appointment through the secretary. Where a mutually available interview time is unavailable for a period of days, the school will offer an interview opportunity with one of the Assistant Principals.

Step 3. REFER TO BRISBANE CATHOLIC EDUCATION OFFICE

In the event an issue or concern cannot be satisfactorily addressed at the school level, it can be taken up with the Brisbane Catholic Education office.

Matters pertaining to the life of the school should, in the first instance, be raised at the school level. Failure to do so often delays the process of achieving resolution, as in nearly all cases matters will be referred back to the School Principal for consideration before the Brisbane Catholic Education office will become involved.

It is expected that parents, carers and teachers will follow this process as the fastest way to achieve a positive outcome.

Step 4. RECORD KEEPING

All concerns that cannot be resolved will be recorded by the staff member handling the concern and kept on the relevant file/s. Details should include:

- The nature of the concern
- Dates and names of parties concerned
- Staff members involved in handling the concern
- Action taken and outcomes.