



# Holy Spirit College

## A Catholic Coeducational Secondary College

### PARENT-STAFF COMMUNICATIONS POLICY

#### Rationale

Our College Positive Behaviour for Learning (PB4L) Framework articulates the values of Resilience, Integrity, Spirit and Excellence. The College is committed to building student capacity in each of these areas through positive and effective communication. The purpose of this Policy is to provide a contextual response to the [Catholic Education Office Diocese of Wollongong \(CEDoW\) Parent-School Partnership Framework](#).

This framework has been developed to support the creation and maintenance of the partnership between parents and school so that together we can create:

- Identifiable Catholic communities, inspired by the person and teaching of Jesus Christ, where all strive to act with hope, integrity, justice and compassion.
- Effective schools which improve outcomes for students.

#### Conduct for Communication

Holy Spirit College recognises that effective communication between the College and parents<sup>1</sup> is linked to student learning, promotes positive interactions and celebrates success. Our College is committed to providing a safe and respectful working environment for all members of our community.

Aligned with our Catholic ethos it is anticipated communication between parents and staff would be a reflection of our shared values. All communication is to be conducted in a professional, calm and respectful manner and is therefore:

- Positive and solution focussed
- Documented by the College
- Confidential as required

**The following guidelines are hence designed to support effective, positive communication between parents and Holy Spirit College Staff:**

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<sup>1</sup> Catholic Education Office Diocese of Wollongong uses the term 'parent' inclusive of all adults who have the responsibility for the care and wellbeing of a child or young person.

## **General Procedures for Communication**

Parent communication about **academic issues** is to be directed to the relevant classroom teacher via phone call to the Administration Office. This would include matters pertaining to homework, feedback on student academic progress, submission of assessment tasks, and enquiries related to additional learning needs. Follow up may then be required with the Key Learning Area (KLA) Coordinator, Academic Care Coordinator, Learning Support Coordinator, or Leader of Teaching and Learning.

Parent communication about **pastoral care and wellbeing** is to be initially directed to the relevant homeroom teacher via phone call to the Administration Office. This would include matters pertaining to attendance, uniform and general wellbeing. If a parent is concerned a matter may require significant intervention or ongoing support the College would encourage contact with the relevant Year Coordinator.

## **Compass Communication**

Compass is the primary way in which information is communicated to parents and students at Holy Spirit College.

Compass provides parents and students with access to:

- Academic information including student progress grades and reports.
- Pastoral information such as attendance and student attainment of 'positive recognition'.
- Extra-curricular information such as incursions, excursions, sporting events and College based events and activities. Parents can enable attendance permission and payment for their child through Compass.
- Information pertaining to absence, late arrival and early departure.
- Information relating to the College Behaviour Management procedures such as the allocation of lunchtime detentions, withdrawal from class and suspension. Please note, parents will also be contacted via phone and/or email in the case of withdrawal from class or suspension.

Parents are asked to discuss information that is disseminated from Compass with their child first. This is an important aspect of building student responsibility and resilience. If further clarification is required contact with the relevant KLA Coordinator or Year Coordinator may be sought.

## **Student Services Communication**

Student Services is a contact point for students throughout their school day to facilitate communication, interactions and direction. This includes:

- Facilitation of student access to teachers and support staff.
- Facilitation of teacher and support staff communication to students.
- Facilitation of important parent messages to students - prior to 2:45pm.

- Facilitating flexible attendance - Year 11 and 12 students.
- Documenting late arrivals. ***Please note students who arrive late to school without parental explanation or a valid circumstance will trigger a detention.***
- Documenting early departures.
- Dispensing of medications necessary during the school day - as communicated and documented with the College.
- Providing student access to sick bay and facilitating parent contact on behalf of the College in the case of illness or accident.

## **Phone Communication**

It is the preference of the College that parents utilise phone communication as the first point of contact. This provides College Administration with the opportunity to direct parent enquiries to the appropriate staff member, and to manage a timely response. Phone communication also enables College Administration to redirect enquiries in the case the requested staff member is absent.

Parents may phone the College via: 4285 2877. If the matter is urgent parents are asked to clearly communicate this to College Administration.

## **Email Communication**

In the instance that phone communication is not viable, parents may choose to email the College via: [info\\_hsc@dow.catholic.edu.au](mailto:info_hsc@dow.catholic.edu.au) from which correspondence will be directed to the appropriate staff member.

Email is not the primary mode of communication from parents to staff at the College unless it has been previously discussed with the relevant staff member. In consultation with a parent, a staff member may provide their email address for ongoing communication if it is agreed that this type of communication is mutually beneficial to the pastoral care or academic progress of a student.

The College will utilise the Compass email facility to relay formalised academic processes and pastoral information to parents when required. In this instance the relevant email address for parental acknowledgment will be supplied.

## **Student Planner Communication**

The College Student Planner is an important source of information for parents and students regarding College life. Students will use the Planner to record homework, assessments and other important organisational dates. The Student Planner also contains information about College policies and procedures.

## **Meeting Communication**

Parents and teachers are provided the opportunity to meet during the school year at formalised parent-teacher interviews. However, there may be occasions beyond scheduled parent-teacher interviews that there is a need to discuss academic or pastoral matters relating to your child.

Parents may make an appointment with a College staff member by phoning College Administration. A meeting request will be directed to the appropriate staff member and their relevant Coordinator.

Alternatively, a College staff member may request an interview with a parent. In the first instance, such a meeting would most likely be requested by the KLA Coordinator (academic matters) or the Year Coordinator (pastoral matters). Parents would be notified by the relevant Staff member and a mutually convenient time organised for this meeting to take place.

Meetings between parents and College staff are also an important aspect of the College Behaviour Management Policy. In the instance a student is suspended from school, parents will receive a phone call, followed by an email confirming this intervention. The email outlines the parental requirement to phone the College to organise a suitable time for a re-entry interview with the relevant College staff. This interview must take place prior to the student's return to the College.

## **Website Communication**

The College website can be accessed via [Holy Spirit College Bellambi](#). The website contains links to the College calendar, newsletters, enrolment documents, College proformas and a range of other information regarding College life.

## **Parents and Friends Association Communication**

The Holy Spirit College Parents and Friends Association meets on the 3rd Wednesday of the month at 6:30pm in the College Administration building. Parents are also able to attend the P&F meeting via Zoom. The Zoom link is sent via Compass during the week the meeting is scheduled.

This meeting is an informal forum where matters pertaining to the education and well-being of the students are discussed. It also provides a parental perspective to assist the Principal in decision making and aims to promote social contact among parents. All parents are welcome and encouraged to attend these formal meetings and be a part of the Holy Spirit College community.