

Living Waters Lutheran College Communication Procedures



LIVING WATERS
LUTHERAN COLLEGE



HE WILL LEAD US

**Getting the most from
your conversations with Staff**

Working Together in Partnership



Communication at Living Waters

Getting the Best Out of Conversations with Staff

Having respectful and productive discussions with teaching staff will assist you in establishing good working relationships. We are on this journey together.

The tone and language we use in any discussion very much underpins the way each party perceives the success of a conversation. This applies to face to face conversations, telephone discussion or written communications, including email, Direct Message and messages on Seesaw.

I want every conversation we have together to be about how we can assist and support your child, remembering that both you and College staff share a common goal in seeking success for them. We want to preserve and enhance our safe and caring educational environment. When we use respectful language and refrain from judgement or blame in our exchanges, we are more likely to reach satisfactory outcomes together. These guidelines will help you to get the most out of your conversations with staff and also remind you of some important policies around communication at the College.

Mr Francois Pienaar, College Principal

Remember

- Communication with College Staff is important and encouraged.
- The College aims to develop students' independence, resilience and acceptance of responsibility for their own behaviour.
- It is vital that staff and parents behave in a manner consistent with College values.
- Telephone, email, written and face to face communication are all appropriate communication methods.
- Our aim is to respond to communications within a two day time frame.
- Students are not to use their mobile phones at all during the school day. To avoid distraction we expect students to have mobile phones safely stored in their lockers. Any required contact with parents must be made from the Administration Office.
- Parents should not be communicating with their child during the school day. Should a message need to be conveyed, this should be communicated through the Administration Office.

Responsibilities

We all have a part to play in the education of our students

PARENTS AND CAREGIVERS

- Understand that teachers, parents/caregivers must work together for the benefit of students
- Build a strong community by supporting and showing respect for other students, parents, staff members and College activities
- Respect College staff, decisions the College makes as an organisation, and policies/procedures including the use of restorative practices
- Ensure students attend the College regularly and punctually, in correct uniform and with the equipment necessary to support their learning
- Remain calm, polite and respectful at all times when communicating with staff and other members of the College community
- Provide any formal and/or informal changes to parenting situations or parenting plans in writing as soon as possible

Communication with Staff during the School Day

Parents are reminded that during the day teaching staff are expected to be primarily engaged in teaching duties. It is not always possible to address all concerns immediately. Bear in mind that the non-student time immediately preceding and following the school day is used for lesson preparation, grading, grade-level assessment, staff meetings, scheduled appointments, training and professional development. Parent meetings are to be scheduled to take such demands into account. Staff are not expected to answer correspondence after working hours and are expected to manage their correspondence and meetings as part of their school working day.

Telephone, email, written and face to face communication are all appropriate communication methods:

Phone calls are most appropriate for immediate or urgent concerns. Parents are advised to contact the Administration Office for assistance with time-sensitive or urgent issues.

For issues that may need a full explanation or clarification, face to face can often be the best way to proceed.

ALL COMMUNICATION SHOULD BE RESPECTFUL AND IN THE SPIRIT OF PARTNERSHIP IN EDUCATION



STAFF

- Provide a safe and supportive learning environment for students
- Have high yet realistic expectations of each student
- Build student and teacher relationships based on trust and understanding to support their learning
- Keep students, parents/caregivers and College administration well-informed of learning activities and intentions
- Work collaboratively with other College staff, parents/caregivers, students and outside agencies to support student learning and wellbeing
- Forgive students for lapses in behaviour and engage in opportunities to restore relationships when required
- Be timely, open and honest in notifying College staff and parents/caregivers of achievements and concerns for students, their learning and wellbeing
- Work together with students, parents/caregivers and College administration in a respectful and professional manner when challenges arise
- Support the College's spiritual and educational culture and strategic goals

STUDENTS

- Attend College regularly, on time, in correct uniform and well-prepared for the day's learning
- Learn and participate to the best of their ability
- Complete set tasks, homework, research and assessments on time and to the best of their ability
- Treat all community members with courtesy and respect
- Demonstrate care for the College community, buildings, grounds and resources without exception
- Accept responsibility for their behaviour choices and work towards restoring relationships when required
- As mobile phones must not be used during the school day, ensure any communication is through the Administration office



Who Should I Speak To

SUPPORT FOR PARENTS AND STUDENTS

For major concerns, parents are asked to make an appointment with the appropriate staff member. Where parents are unsure about who this is, they are encouraged to clarify this when making the appointment or contact the College for guidance.

The College encourages parents to contact their child's Class or Subject Teacher as a first point of contact.

Issues related to Learning (for example)

Pedagogy

- Homework
- Progress/ Achievement Level

Work Program

- Achievement

Assessment

- Learning Needs

Student Engagement

- Motivation
- Expectations

Student-Teacher Relationships



Issues related to Wellbeing (for example)

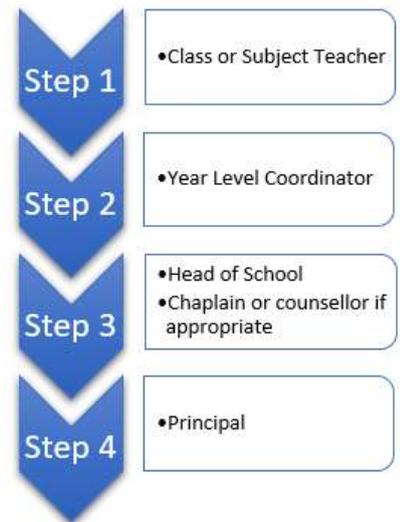
Family Communication

Friendship Issues

Restorative Practices

Student Procedures

- Attendance
- Uniform
- Student Behaviour
- Student Relationships
- Mobile and ICT Usage



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