

# Living Waters Lutheran College

## Parent – Staff Communication Policy

---



Living Waters Lutheran College is a caring Christian school committed to nurturing students as we share the love of Christ. We promote both individual excellence and service to community. Our aim is to foster an environment of inclusivity in which parent participation is encouraged. Our primary purpose is the well-being and education of our students. Communication between students, parents and staff is an essential part of ensuring best outcomes for students. The College is committed to providing open, respectful and honest communication with parents.

We ask parents, guardians and staff to follow our protocol and guidelines.

### Communication Guidelines and Protocols

- Communication with College staff is important and encouraged. Good communication is the result of parents, staff and students working together, in partnership.
- Living Waters Lutheran College aims to develop students' independence, resilience and acceptance of responsibility for their own behaviour.
- Living Waters Lutheran College encourages and expects students to seek assistance from staff when an incident occurs.
- It is expected that staff and parents behave in a manner consistent with the College's Christian values. Communication should be respectful, honest and courteous with all parties listening and empathising with each other.
- 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 Student Services office.
- 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 appropriate Administration office for assistance with time-sensitive or urgent issues.
  - Email is best used for routine information or clarification. It is not appropriate for sensitive engagement with issues.
  - When telephone and email conversations become extended, face to face communication is usually more appropriate.
- The College will endeavour to respond to all phone calls and emails within a two-day period.
- The College owes a duty of care to its staff to protect them from intimidatory, threatening or bullying behavior. Any contact determined to be of this nature may be terminated and referred to the Head of School or the Principal.

### Parents who are also Staff Members

If a parent of the College is also a member of the Living Waters Lutheran College Staff, it is in their role as a parent that the Communication Protocol must be applied when addressing concerns that relate to their child.

### Respect for the Teaching Staff Working 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. Parents are asked to 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 manage their correspondence and meetings as part of their school working day.

### Who Should I Talk To?

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 Classroom or Subject Teacher as a first point of contact. Secondary School parents are also encouraged to contact their daughter's Pastoral Care Teacher or Year Level Coordinator should the matter require additional attention. Issues of an academic nature can also be referred on to the Head of Learning Area if required.

### Staff to Contact - Issues relating to Learning – for example

#### Pedagogy

- Homework
- Progress/ Achievement Level
- Work Program

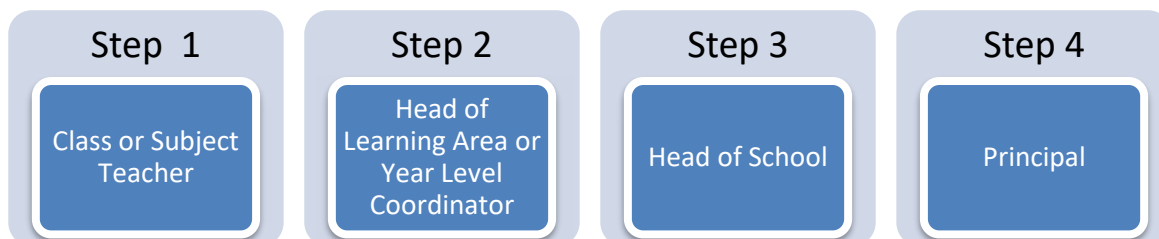
#### Student Progress

- Achievement
- Assessment
- Learning Needs

#### Student Engagement

- Motivation
- Expectations

#### Student-Teacher Relationships



### Staff to Contact - Issues relating to Wellbeing – for example

#### Family Communication

#### Friendship Issues

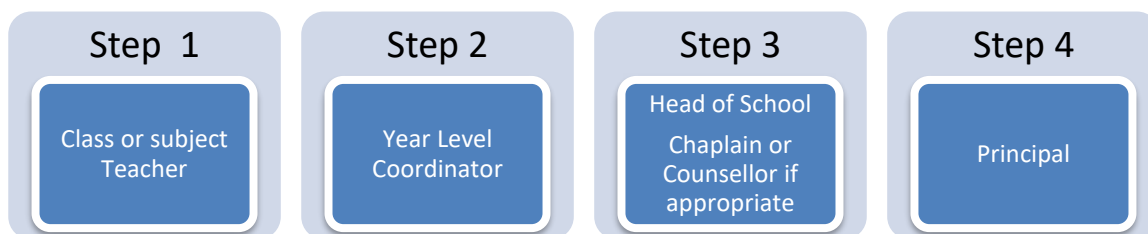
#### Restorative Practices

#### Student Procedures

- Attendance
- Uniform
- Student Behaviour

#### Student Relationships

- Mobile Phone/ ICT Usage



## **Living Waters Lutheran College Complaints Management Policy**

This document should be read in conjunction with the College Complaints Management Policy. Parents are asked to familiarize themselves with the avenues of communication available should they have a grievance or complaint.

If, after consultation with the College Principal, a parent believes a grievance remains unresolved, correspondence may be directed to the College Board Chairperson at email [board@livingwaters.wa.edu.au](mailto:board@livingwaters.wa.edu.au). Direct correspondence with College Board members, of this nature, is deemed inappropriate.

## **Communication Procedures**

Having respectful and productive discussions with College staff and parents assists in establishing good working relationships. The College believes the education journey is a partnership.

The tone and language we use in any discussion underpins the way each party perceives the success of a conversation. This applies to face to face conversations, telephone discussions or written communications e.g. email, Direct Message, Seesaw etc.

Every conversation we have together must focus on how we can assist and support students. Teachers and parents share a common goal in seeking success for them.

The College also aims to preserve and enhance its safe and caring educational environment. Respectful language and absence of judgement or blame in exchanges makes it more likely to reach satisfactory outcomes together.

## **Responsibilities of Parents/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

## **Responsibilities of 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

### **Responsibilities of 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

(adapted into parent brochure – Living Waters Lutheran College Communication Procedures)

<b>Parent Staff Communication Policy and Procedures</b>		
<b><i>Version</i></b>	<b><i>Action</i></b>	<b><i>Date</i></b>
<i>V1</i>	<i>Ratified by Exec</i>	<i>1 July 2021</i>
<i>Review</i>		<i>1 July 2023 or as changes occur</i>