

Parent Communication Policy



OUR LADY OF MERCY COLLEGE PARRAMATTA

Policy Objectives

This policy outlines the main ways in which OLMC seeks to facilitate communication between the College and parents.

Policy Statement

At OLMC we believe that positive, clear and effective communication between the College and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

The College's dedicated Barbara McDonough Barbara McDonough Student Centre (8838 1209), open between 8am and 4pm on school days, is a point of contact for parents.

Parents are most welcome to visit OLMC and appointments can be made by phoning the College.

If parents' details change (such as home address or contact numbers) they are encouraged to complete a Family Information Sheet (available from Barbara McDonough Barbara McDonough Student Centre) as soon as possible to ensure the College maintains up to date records. The Family Information Sheet is also provided to families to update annually.

General College Communication to Parents

General College communications to parents are facilitated through:

- the on-line publication of our weekly newsletter 'Parragraph';
- updates on our public website;
- updates through our parent portal;
- the College calendar;
- All families are sent OLMsCene, the College's biannual magazine which includes features, images and news items about happenings at the College during each semester.
- Annual College magazine, 'Misericordia'
- notes and other written communications provided to students to be passed on to parents;
- emails highlighting important information usually pertaining to the whole College, a year group, or a subject/class group;
- Social media channels including Twitter at (@OLMCParramatta), Facebook (Facebook.com/OLMC Parramatta) and
- letters by post – used where email is not possible or is deemed inappropriate.

Structured Parent Teacher Communications

Structured parent teacher communications are facilitated throughout the year via:

- entries in student diaries;
- parent teacher interviews; and
- parent information evenings.

Parent Initiated Communications with Teachers

Parents should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It is therefore usually difficult to arrange meetings on short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- The College's SMS Attendance Management System enables parents to be notified, via an SMS, if their daughter has been marked as absent or late on any school day and no notification has been received from the family. Parents can reply via text message with an explanation (including their daughter's name, year, date of absence, and reason for absence) OR phone the Barbara McDonough Student Centre.
- General curriculum enquiries should be addressed to the relevant Leader of Learning or the Director Teaching and Learning.
- Pastoral care enquiries should be addressed to a student's Homeroom Leader or their Pastoral Leader or the Director of Pastoral Care. It is also possible for parents to contact the College counsellors directly.
- When seeking to arrange a meeting parents should make a formal appointment for either a telephone meeting or a face to face meeting.
- Appointments can be made by telephoning the College office on 96833300 by email olmc@olmc.nsw.edu.au
- Where possible we will endeavour to arrange relevant meetings within 3 days of receiving a request. If a parent is dissatisfied with the response of a teacher they should request an appointment with their child's Pastoral Leader or relevant Leader of Learning

Courteous and Respectful Behaviour

OLMC's teachers and staff endeavour to be courteous and respectful with our students, parents and our wider community. We also expect students, parents and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents are expected to abide by the college's *OLMC Student and Parent Rights and Responsibilities Policy* at all times and in particular all communications with teachers and College staff should be approached in a calm and non-aggressive manner.

Enquiries and Complaints - Rights and Responsibilities

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher or Pastoral Leader or other member of OLMC's staff they may lodge a formal complaint which will be dealt with in accordance with our *Resolution of*

Complaints Policy which is available on our public website.

Emergencies

Normally, a parent should not communicate with their child during school hours. In the event of an emergency, parents are requested to contact the Barbara McDonough Student Centre, advise them of the nature of the emergency and staff members will facilitate communications with their child.