Queen of Apostles School  
Communications Policy

**Policy Statement: Rationale**
At Queen of Apostles School we aim to have clear and effective positive communication with all parents/caregivers and with the wider community which:

- Acknowledges the rights and responsibilities of all members of the community and is summed up in the statement that “Communication is everyone’s responsibility!”
- Gives priority to face to face communications;
- Creates community by building and strengthening relationships based on mutual respect and courtesy;
- Establishes positive lines of communication between home and school so that students receive continuity of education, care, support and management within the home and school settings;
- Shares our aims, values and activities with parents/caregivers so that they are well informed about school life;
- Provides an opportunity for parents/caregivers to share their views and needs and to participate in aspects of their child’s education;
- Features written communications, both ‘hard copy’ and electronic, which are accessible and inclusive;

with a view to achieving the best possible outcome for teachers, students and their parents/caregivers.

**Our Procedures:**

**Personal Contact details: Home Address, Telephone Numbers, Email**
Families are encouraged to alert the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact a parent/caregiver. During the first
term each year, a form seeking confirmation and changes to contact details will be sent home for each child in the family. Parents are asked to confirm that the current information is correct or update the information contained on the form.

**Forms of communication**

**Open Door Policy:**
Parents are welcome to arrange a mutually convenient time to meet with their child’s teacher face to face. This can be arranged by telephoning the school office. Please note that the Early Years Campus can be contacted by telephoning the Thuruna Street Campus. Parents are asked to not just drop in to the classroom as teachers need to be ready for the commencement of class and have various commitments before and after school. Parents are also welcome to make a convenient time to speak with a member of the school’s leadership team, support teachers and specialist teachers by contacting the school office. When discussing an issue or concern, it is important that the teacher is the first contact before bringing the issue to a member of the school’s Leadership Team.

**Website:**
The school maintains an up to date website with information pertaining to many aspects of the daily operation of the school. Parents are encouraged to visit the school website at [www.qofa.qld.edu.au](http://www.qofa.qld.edu.au) to find out relevant information concerning school events and activities. A link to the parish can also be found on the school webpage.

**Written Communication:**
Written communication is an important method of communicating with parents. Letters sent out will be issued on the school letterhead.

**Parent Evenings:**
At the commencement of the school year, each year level offers a parent evening to outline the expectations and routines for the classes in that year level. There will also be an opportunity for parents to be informed about the school’s strategic direction for the year by the school principal.

**Parent – Teacher Interviews:**
There are two occasions during the year for formal parent – teacher interviews. The first occasion is held in the first term to establish the important relationship between home and school and the second occasion is at the commencement of the third term to report on the achievement of each child after the first semester. As is outlined in the communication policy, it is expected parents will take up the opportunity for these formal interviews. Teachers and parents may request additional meetings at a mutually convenient time should an issue or concern need to be discussed.

**Individual Leaning Plans (ILP)**
Parents of children who are verified with a disability will be invited to attend a meeting of all stakeholders to discuss the individual learning plan written for the semester. These meetings will be held twice a year.
Parents’ Groups
At Queen of Apostles, there is a class parent contact/s in place who is responsible for liaising with the class teacher in responding to any pastoral needs throughout the year. The class parent contacts also provide opportunities throughout the year for families in a particular year level or class to meet and spend time together.

Email
At the commencement of each year, a year level email account will be set up for each year level and for the specialist staff in the school. The email address for this account will be communicated to parents of the year level at the parent – teacher evenings at the commencement of the school year.

Teachers will check their Year level emails daily on school days. Once classes have commenced, teachers will not be able to respond to emails.

Emails relating to general housekeeping matters are appropriate, for example, specialist appointments, confirming a meeting or sharing information. All other matters concerning late arrival, early pickups or daily occurrences must be communicated through the school office.

Where an issue or concern arises, parents are asked to make an appointment to meet face to face with the teacher.

Emails relating to student welfare are cc’d to members of the school’s leadership team (Principal, APA and APRE); for example, my child has a severe allergy. When parents contact their child’s teacher in relation to a change of circumstances that could affect their child for example, separation or change of address, this information must be shared with the school’s Leadership Team.

Emails relating to learning support are cc’d to the Support Teacher and Principal.

Telephone Calls – Early Years Campus
Telephone contact for the Early Years Campus is through the office at the Thuruna Street Campus.

Parents and Friends Association:
Queen of Apostles School has an active Parents and Friends Association supporting the school. The Association meets on the first Tuesday of each month. The annual general meeting is held in November. The meetings are open to all members of the school community. The minutes of the general meetings are placed on the school website after each general meeting.

Queen of Apostles Newsletter
The Queen of Apostles weekly newsletter is published every Thursday. Parents receive the newsletter via email through their nominated email address. It is important to read the
newsletter as it is an essential part of the school’s communication to families. The newsletter is uploaded weekly onto the school’s website.

Other related policies:
When communication breaks down or an issue is unable to be resolved, Queen of Apostles has in place a grievance policy. The policy can be viewed on the school’s webpage at www.qofa.edu.au