



Related Policies

Assessment
Complaint Resolution
Management of Student Behaviour
Pastoral Care Policy
Privacy

Purpose

To outline the primary ways by which the College will facilitate communication between the school, parents and students to ensure effective, open, honest and regular communication between all members of the St Francis Xavier College community.

Policy

Digital communication will be the primary form of communication with the school community. This includes the College website, social media platforms, newsletters, Canvas, telephone and email communication.

In addition, there will be regular opportunities for face to face communication through parent teacher interviews, Open Days and whole College events in which the community is encouraged to participate.

Parent Communication

Parents are encouraged to contact the College in a timely manner about any concerns they have regarding the operation of the school and specific concerns regarding the progress and welfare of their children.

General communication can be directed to the College email address school.office@sfx.act.edu.au. Emails will be forwarded to relevant staff based on the nature of the enquiry.

Other methods of general communication include:

- The online publication of the College newsletter, published three times per term
- The College website
- The College Calendar
- Principal update emails and other emails highlighting important information primarily pertaining to the whole College, a year, subject or class group
- Canvas, highlighting important academic and/or pastoral information
- Parents and students have access to several communication platforms including Canvas
- Whole School events, including Open Days and Expo Days
- Updates on the College Facebook and Instagram platforms
- Letters by post, used where email is not possible or is deemed inappropriate

Parents can request a hard copy of communications if they do not have access to the internet.

Structured communication between parents and teachers is facilitated throughout the school year via:

- Entries on Canvas
- Parent Teacher interviews
- Parent Information evenings
- Senior course selection interviews

Parent initiated communication with teachers should have regard to the fact that our teachers have multiple responsibilities outside of direct teaching commitments. It is therefore difficult to arrange meetings at short notice during the school day and teachers will be unable to respond to parents requesting a meeting at the school without a prior appointment.



When seeking to arrange a meeting parents should make a formal appointment for either a telephone or face to face meeting. Appointments can be made by telephoning the College or 02 6258 1055 or emailing school.office@sfx.act.edu.au. Where possible the College will endeavour to arrange a relevant meeting within 3 days of receiving a request.

As a general guide:

- Enquiries relating to performance or academic issues for a specific course should be addressed to the student's teacher
- General curriculum enquiries for a particular subject should be directed to the relevant Subject Coordinator
- Pastoral care and welfare issues should be addressed to the relevant Year Coordinator

If a parent is dissatisfied with the conduct or outcome of their communications with the College, they may lodge a formal complaint which will be dealt with in accordance with the [External Complaints Policy](#), available on request.

Staff Communication

Email is the primary form of communication and all staff are issued a personal College email address. Staff may also be issued with a generic email addresses relevant to their position. Staff are expected to:

- Check all email inboxes daily.
- Respond to all emails and telephone calls within 24 hours during business hours in the work week. An email acknowledging receipt is deemed a response.
- Inform appropriate Coordinators when corresponding with parents on matters of importance.
- Use email for school and work-related communications only.
- Use the BC (Blind Copy) option when emailing groups of parents to maintain the privacy of recipients.

Social media posts using the College's name and platforms must be approved by the Principal or their delegate and be posted by the Communications Officer

College letterhead must only be used for written communication with the prior approval of a member of the College Executive. The use of letterhead for student references must be approved by the Principal.

Parent Teacher interviews will be a principle form of communicating with parents. All teachers are expected to attend parent teacher interviews which will be held at the end of Terms 1 and 3 each year.

Staff meetings will be used as a regular form of communication and include:

- Weekly morning briefings
- Executive meetings
- All staff meetings
- Studies and Year Coordinator meetings
- Departmental meetings

Dates for all meetings will be published on the College calendar.

Other forms of communication with staff will include:

- A weekly email informing staff of upcoming events and activities
- Weekly staff morning tea
- Individual and group pigeonholes for the distribution of hard copy communication
- MOLE, for communication between teachers relating to individual students.

Student Communication

The primary forms of communication with students will be through:

- Regular whole school assemblies held at least once per term
- Regular Year Group assemblies held periodically over each term
- Daily Pastoral Classes
- Canvas notices



Courteous and Respectful Behaviour

St Francis Xavier College staff will always endeavour to be courteous and respectful with students, parents and our wider community. Staff must adhere to the Code of Conduct in this respect.

Students, parents and others are expected to be courteous and respectful with College staff. Parents must abide by the Enrolment Form and Parent Agreement and all communications with College staff must be approached in a calm and non-aggressive manner. Students must abide by the Student Wellbeing Agreed Practice Manual

Emergencies

Parents should not communicate with their child during school hours. In the event of an emergency, parents are requested to contact the Student Office advising the nature of the emergency and staff members will facilitate communication with their child.

Definitions

Canvas is the Learning Management Platform used by the College to support digital learning and teaching.

MOLE is the College behavioural management system

Parent is a person having parental responsibility for a child or young person enrolled at the College under the *Children and Young People Act 2008*, including a carer under that Act.

Staff are persons who are employed by Catholic Education, Archdiocese of Canberra and Goulburn or contracted by St Francis Xavier College to work at the College.

Procedures

Forms

References

CECG Parent Agreement

CECG Staff Code of Conduct

SFX Staff Handbook

SFX Student Wellbeing Agreed Practice Manual

Information

Policy Number	SFX_06
Version	1
Audience	Staff, Students, Parents, College Community
Category	Governance and Administration
Effective Date	August 2020
Review Date	August 2023
Responsible Officer	Assistant Principal Staffing
Approved By	College Community Council