



Communication Protocols

Galilee Regional Catholic Primary School aims to foster an environment of inclusivity in which parent participation is encouraged. We are committed to ensuring the well-being and education of all our students. Communication between students, parents and staff is an important part of education at our school. Galilee Regional Catholic Primary School wants to ensure open, respectful and honest communication with parents.

We ask that parents, guardians and all staff follow the protocols and guidelines below:

- Communication with school staff is important and encouraged.
- Good communication is the result of parents, staff and students working together, in partnership.
- Communication should be respectful, honest and courteous with all parties listening and empathising with each other.
- Staff will provide two written reports for students each year, two parent-teacher interviews/Student-Led Conferences per year and additional interviews upon agreement.
- For any urgent matters, please phone the office staff.
- Emailing is suitable for routine information or clarification. It is not appropriate for sensitive engagement with issues.
- Staff will endeavour to respond to all phone calls and emails within a 24 to 48 hour period.
- Open Classroom mornings are for the children to share their learning with parents/guardians. If parents would like to discuss any other matters, telephone, email, written and face-to-face communication are better suited.
- If you have any concerns about your child, please come to the school and discuss them. You should firstly contact your child's class teacher to discuss your concerns. They will advise you if further discussion is needed with a staff member in the relevant leadership role.
- Galilee owes a duty of care to its staff to protect them from intimidating, threatening or bullying behaviour. Any contact determined to be of this nature may be terminated and referred to the Principal.

These protocols are in line with Galilee's *Parents, Visitors and Volunteers Policy* that can be accessed from the school office.