



Communication Procedures

Mary Immaculate Catholic Primary School is a community of children, families and staff that supports its members to be the best we can be and achieve great things together. The school community is culturally diverse and comes from a variety of backgrounds. Communication is vital to foster relationships that are open, inclusive and based on trust. In providing inclusive and effective communication we embrace our diversity, thereby promoting and strengthening relationships. At Mary Immaculate School, we acknowledge that methods of communication are becoming more diverse and digital forms of communication are becoming widely used.

The following forms of communication are used to foster relationships within our community:

Newsletter – *The School Newsletter is emailed to parents/caregivers as a link every second Thursday. It provides important information and messages for parents/caregivers.*

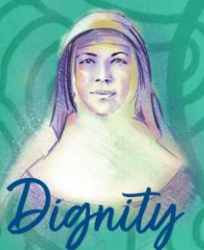
Parent Portal – *The Parent Portal is the official ‘information and communication hub’ for the school. It is a secure (password protected) online space for our families to receive important school information, including student reports. The Parent Portal provides parents with the opportunity to manage and update their family details and access student reporting information.*

BCE Connect Application – *The BCE Connect App provides a platform for parents to securely access school information, making it easier to keep track and stay in touch. The app integrates with our Public Website and Parent Portal. BCE Connect works on both Apple and Android devices and is available to download free from the App Store or Google Play. Simply ‘favourite’ Mary Immaculate Catholic Primary School to receive push notifications direct from the school as well as badges to identify new items (newsletters, documents and events). It is a quick and easy way to report student absences. There is also now a feature which allows you to add school events to your personal calendar.*

Seesaw - *Mary Immaculate School uses Seesaw as an online platform for student engagement, using creative tools and apps to take pictures, draw, record videos and more. These are uploaded to an individual student learning portfolio which is shared with parents via a family Seesaw app. Notifications and messages can also be regularly posted via this platform.*

SMS – *The school uses an SMS service to send out important reminders and attendance alerts to parents*

Email – *The school uses and encourages parents to use email as an efficient form of communication. Teachers and other relevant staff members will respond appropriately within 48*
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Belonging and Welcome





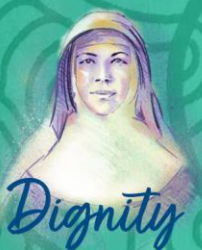
hours. Teachers are not in a position to read and reply to emails during the school day. **Parents are asked to contact the school office if there is a need for urgent communication.**

Term Overviews of Learning – At the beginning of each term, parents can access the Overview of Learning from their child's teacher for the term on the Parent Portal. This overview provides parents with clarity and direction in regard to the planned learning for their child.

Complaints and Grievances - Mary Immaculate Catholic Primary School encourages individuals to feel safe to express their points of view openly, honestly and constructively. From time to time, concerns regarding educational, behavioural or school environment issues may arise. For this reason, Mary Immaculate Catholic Primary School had adopted a Complaints and Grievance Procedure for community members to guide parents/carers on raising issues that they believe to be unfair or inappropriate. This procedure is guided by both our Communication and Relationship Procedures. The Complaints and Grievance Procedure is available on the school website.

Please Note: For the school to communicate effectively, parents are expected to keep the school up to date with contact details

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