



Communication

A goal of every school community is to provide parents with the most effective forms of communication. We have a number of ways to communicate:

BCE Connect App – this app can easily be uploaded onto a smart phone. **Please refer to the diagram on how to access the Parent Portal and app in the Office Article of the newsletter.**

Parent Portal - Throughout the year, this will increasingly become our central 'one stop shop' for our communication for our parent community. Access to our Parent Portal is restricted to parents of students at Mary Immaculate and a log-in is required. This provides a safe and secure platform for us to communicate in. Some of the features of the Parent Portal include access to:

- Term Overviews of Learning
- PTO – online booking system for parent/teacher interviews and meetings
- Access to formal student reports
- Class letters and school permission forms
- Calendar items
- Interactive features where parents can inform the school if your child will be absent, keep your contact details up-to-date, check attendance etc.

School Newsletter - This year, the School Newsletter will be published *three times a term* with key messages and dates shared each week in The **Principal's Peek at the Week** emailed weekly.

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 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 will be sent the Overview of Learning from their child's teacher for the term. This overview provides parents with clarity and direction regarding the planned learning for their child.

Class Blogs – will be introduced this year as an avenue for ongoing communication between home and school and a space for teachers to share pictures, celebrations and class information. These will be explained at the Parent Information Sessions with more details to follow and sent home about access.

Parent Handbook – there is an updated version of the Parent handbook on the Mary Immaculate Website.



Complaints Management Processes

It is well known that positive and effective relationships between home and school promote student learning and growth. The critical part of this relationship is effective communication to ensure everybody understands what is happening. To promote this communication at Mary Immaculate we have a clear process for communicating regarding issues.

At Mary Immaculate School, we encourage all involved to ask questions when incidents occur so that we can build a culture of trust, collaboration and enquiry between parents and teachers. One critical part of our relationship is effective communication to ensure everybody understands what is happening.

To promote this communication at Mary Immaculate School, we have a clear process for communicating regarding issues. In the first instance, we believe things should be discussed at the level closest to where the student works. As such, the first point of contact for learning concerns is the class teacher. If the issue is unresolved at this level, contact may need to be made with the Assistant Principal, Support Teacher of Inclusive Education or the Primary Learning Leader depending on whether the concern is pastoral, or curriculum based.

If the issue is unresolved at this level, contact may need to be made with the Primary Learning Leader or Support Teacher Inclusive Education. If further assistance is required, contact should be made with the Assistant Principal and then the Principal, if required.

In instances where the matter remains unresolved, parents should follow the [BCE Student, Parent and Guardian Complaints Management Policy](#) which can also be found via the BCE policies tab on the Mary Immaculate website.