



Communication Policy

Introduction

The College values its relationship with our parents and other community members. Communication needs to be clear and easily accessible by all members of the community and the value of respect should be upheld in all communications.

Implementation:

The following key forms of communication will be used to keep our community informed and connected to the College:

Communication Form	Purpose	Audience
SMS	Emergency Management. Student absence. College Operations. Camp/Excursion information.	Parents
Face to Face Meetings	Communication of sensitive information. Collaboration. Discussion. Implementation of the Student Engagement & Wellbeing Policy. Parent/Student/Teacher Interviews.	Parents Staff Students
Telephone	General	Parents Staff
Email	General	Parents Students Staff
Compass Newsfeeds Student Planner	Operational information.	Parents Students Staff
Compass	Student attendance, learning tasks and submission record, student reports and career plans, student goals, parent/teacher booking, consents and payments. Calendar. Student information.	Parents Students Staff
Newsletter	News, college operations, celebrations, up-coming events.	Parents Students Staff
Website Social Media (Facebook)	Celebrations of student and staff achievements, news Live.	Parents Students Staff General community

- ✓ Staff are expected to acknowledge or respond to communications from parents, students and staff within two business days during school terms. The Principal undertakes to follow up communication that has not been responded to within this time frame.
- ✓ Staff are not expected to respond to emails after hours (before 8.20 am, after 4.20 pm or during school holidays and weekends).
- ✓ If staff send emails after hours, they should not expect a reply beyond the 48 hour policy.
- ✓ Staff are encouraged to refrain from sending emails to parents or students that may cause distress or anxiety (such as regarding actual or potential detentions or suspensions, or other behavioural or wellbeing issues) at a time when parents are unable to clarify information or follow up due to the school being closed.
- ✓ Sensitive or controversial matters should be communicated face-to-face or by telephone whenever possible.
- ✓ Parents and students should wait 48 hours after a Compass due date and time before expecting work to be checked off on Compass.