



Trinity Catholic Primary School Communication Policy





COMMUNICATION POLICY

PURPOSE

Trinity Catholic Primary school values the partnership that exists between parents/guardians and staff. This partnership aims to foster academic progress, nurture student wellbeing and promote a positive school environment. It is therefore in the interests of the whole school community that communication between parents/guardians and staff is open and respectful. This policy is designed to ensure the most effective and productive communication between staff and parents/guardians.

POLICY FRAMEWORK

The Trinity Catholic Primary School Community Council and the school Executive Team acknowledges the professionalism and integrity of our staff and respect their right to an environment that is safe and supportive. The school is committed to promoting open and respectful communication between parents/guardians and staff.

POLICY CONTENT

- Appropriate, constructive and timely feedback is valued and encouraged.
- Parents and guardians should allow between 1-2 school days for a reply during staff working hours (8.00am – 5.00pm) to any communication. Parents/guardians should appreciate sometimes a delay in reply may be experienced due to staff absence or illness.
- In the event of urgent matters parents/guardians should contact office staff who will ensure that the appropriate staff members are informed.
- It is acknowledged that staff have time constraints during the school day and that issues or concerns are best dealt with when uninterrupted time and attention can be given to them.
- Issues or concerns should not be discussed in front of students or other families.
- No parent/guardian should approach the children of other families or their parents with a school related issue or non-school related issue on the school grounds.
- Issues of concern are best shared when they first arise.
- Sensitive matters will not be dealt with via email.
- No school related communication will occur, or be entered into via any social media sites.
- First contact should always be made with the teacher or staff member concerned.
- Parents/guardians should contact their child's class teacher or the relevant specialist teacher if the matter involves your child or an issue of class operation.
- Where a Teacher and Parent/Guardian meeting is cancelled it is the responsibility of the person cancelling to communicate with other parties and reschedule a mutually convenient time.



- Where matters involve a third party, discussion will occur within privacy guidelines.
- During meetings a record of the meetings will be recorded and filed
- Staff email addresses are available on the Trinity Catholic Primary School Website.
- The Principal should be advised of any concerns about the lack of response to communication.

Home/School Communication Tools

- School Website
- Online Calendar
- Weekly Newsletter
- Term Overviews
- Information Nights
- Parent Workshops
- Parent/Teacher Meetings
- Emails
- Phone
- Scheduled appointments
- SKOOLBAG

Guidelines for Staff

Respond to emails within 1-2 working days – acknowledge including colleagues

Send emails only to respondents that need the email i.e. no whole group for a few

Respond to parent emails during work hours only 8.00-5.00

Staff may choose to email colleagues out of these hours but there is no expectation that staff respond outside these hours

Offensive or emails of a serious nature should be forwarded to Principal

Draft emails and seek colleague advice

Emails the shorter the better – meet in person if need be

Make a record of parent meetings

RELATED LEGISLATION

RELATED POLICIES AND PROCEDURES

Copyright

External Providers Policy



SUPPORT RESOURCES

Citizenship in the Digital Age – sample lesson plans

<http://schools.nyc.gov/NR/rdonlyres/3CA0188D-66A2-490C-9E90-1EFCADA92F8C/0/Citizenshipinthedigitalage.pdf>

CybersafetyInformationand

Advice

<http://www.cybersmart.gov.au>

[ov.au](http://www.cybersmart.gov.au)

Google Apps for Education

<https://www.google.com/enterprise/apps/education/benefits.html>

POLICY RESPONSIBILITY

The person responsible for the implementation of this *Policy* is the school Principal.

POLICY REVIEW

The *Policy* shall be reviewed and updated every three years, to be updated or in the event of any information or incident that would demonstrate the need for a review, or resulting from any legislative or organisational change that would warrant a review.

POLICY DATES			
<i>Formulated</i>	September 2015	<i>Adopted</i>	OCTOBER 2015
<i>Implemented</i>	OCTOBER 2015	<i>Reviewed</i>	
<i>Next Review Due</i>	December 2018		
POLICY AUTHORISATION			
<i>Principal</i>	Marylou Gorham	<i>Signature</i>	