

Communications Protocol Parents/Carers and Staff

Section	OPERATIONS
Number	6u
Version	1
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Approved	ASC Board
Date	December 2020
Review	December 2023

Executive Summary:

The Anglican Schools Commission (ASC) and its school are committed to encouraging open communication, providing the opportunity to discuss issues and maintain an ongoing dialogue between staff, students, and parents/carers.

Key Actions:

- This does not replace the Dispute and Complaint Resolution Policy.
- A school-specific Communications Protocol, which aligns with this Policy, should be developed.

NB: The list above is not exhaustive, and the policy should be read in full to understand all obligations.

1. PURPOSE

ASC schools prioritise the safety, welfare and wellbeing of children and young people, and expects all staff and volunteers to share this commitment.

Communication amongst students, parents and staff is an important part of education. We aim to foster an environment of inclusivity in which parent participation is encouraged. School communities thrive on open communication wherein staff, students, and parents/carers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

The school is committed to ensuring open, respectful and honest communication with parents. The Principal and school staff communicate with our parents/carers in a variety of inclusive ways that are reflective of our school community. They may provide information in writing and/or speak with parents/carers in person. This will generally occur during the school day.

2. PROTOCOL AND GUIDELINES

We ask parents/carers and all staff to follow the protocol and guidelines below:

- Communication with school staff is important and encouraged.
- Good communication is the result of parents/carers, staff and students working together, in partnership.
- Communication should be mutually respectful, honest and courteous with all parties listening to and empathising with each other.
- Telephone, email, written and face-to-face communication are appropriate forms of communication:
 - Phone calls are most appropriate for immediate or urgent concerns. Parents are advised to contact Reception for time-sensitive or urgent issues.
 - Email is suitable for routine information or clarification. It is not appropriate for sensitive engagement with issues.
 - When telephone and email conversations become extended, face-to-face communication is appropriate.
- The school will endeavour to respond to all phone calls and emails within 2 working days wherever possible. Staff are not expected to respond to emails or phone calls before 8:00am or after 5:00pm on weekdays, nor are staff expected to respond on weekends.
- The school owes a duty of care to its staff to protect them from intimidatory, threatening or bullying behaviour. Verbal and/or physical aggression or threats, offensive language or derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated. Any contact determined to be of this nature will be terminated and referred to the relevant member of Executive, Deputy Principal or Principal.
- Emails or other communication that does not comply with protocol will only be acknowledged as having been received.
- It is not appropriate to submit group petitions, letters or emails. If parents have concerns, they are advised to approach the school individually.

- Parents are reminded that during the day teaching staff (including Executive) are expected to be primarily engaged in teaching duties and school related business. It is not always possible to address all concerns immediately.
- Parents are asked to bear in mind that the non-student time immediately preceding and following the school day is used for lesson preparation, marking, year-level assessment, staff meetings, scheduled appointments, training and professional development. Prior to the commencement of the school day, teachers will also be engaged in meeting and greeting students. Parent meetings are to be scheduled to take such demands into account.
- For major concerns, parents are asked to make an appointment with the appropriate member of staff. Where parents are unsure about who this is, they are encouraged to clarify this when making the appointment or contact the appropriate member of Executive or Deputy Principal for guidance.
- The school encourages parents to contact their child's Classroom or Subject Teacher as a first point of contact. In the Secondary School, issues of an academic nature may then be referred to the relevant Coordinator or Head of Department.
- Secondary School parents are also encouraged to contact their child's Pastoral Care Group (PCG) Teacher should the issue be of a pastoral nature (social, emotional, behavioural, psychological). Pastoral issues may then be referred to the relevant Year Level Coordinator.
- Under no circumstances should a parent approach another student directly about an issue with their own child. All concerns must be dealt with via the appropriate school staff.
- The Dispute and Complaint Resolution Policy and Procedures can be found on our school website.

For concerns of an **ACADEMIC NATURE**, e.g.,: assessment policy, reporting procedures, curriculum issues, classroom management issues, please follow the procedure below:

Primary School

Teacher ↔ Head of Department ↔ Head of Early/Junior Years ↔ Deputy Principal ↔ Principal

Secondary School

Teacher ↔ Coordinator/Head of Department ↔ Head of Secondary (Teaching & Learning) ↔

Deputy Principal ↔ Principal

For concerns of an **EMOTIONAL, SOCIAL, PSYCHOLOGICAL OR BEHAVIOURAL NATURE**, please follow the procedure below:

Primary School

Teacher ↔ Head of Department ↔ Head of Early/Junior Years ↔ Deputy Principal ↔ Principal

Secondary School

Teacher ↔ Pastoral Care Group Teacher ↔ Year Level Coordinator ↔ Head of Secondary (Pastoral Care) ↔

Deputy Principal ↔ Principal

For concerns of an **ADMINISTRATIVE NATURE**, e.g. accounts, uniform purchases, marketing and communication, please follow the procedure below:

Reception ↔ Business Manager ↔ Deputy Principal ↔ Principal

