

# Policies & Procedures



# Communication

## Introduction

At St Peter's Woodlands a partnership is encouraged between children, parents and school staff, as it is believed that it is with productive partnerships that quality education and outcomes are likely to be achieved.

At SPW the following procedures are expected to be followed in order to assist developing quality communication

## All Staff

- a. Staff are expected not to use their personal mobile phones whilst officially on duty, with the exception being staff who are required to use mobile phones for work related issues, eg ICT, Grounds staff, Admissions and Executive Leadership
- b. It is recommended that staff do not use their personal mobile phones to contact parents either calling or with SMS text messages unless for personal reasons
- c. Staff are advised to avoid engagement with students or parents on social networking systems at any time (refer to ICT policy and ICT agreement)
- d. Staff are encouraged to consider the necessary recipients prior to sending 'all staff' emails, to help reduce the number of emails received each day
- e. Staff are encouraged to forward important whole school information to Simon Theel for inclusion in the Daily Bulletin
- f. Staff are encouraged to communicate face to face if there is a possibility that the content of an email could be misread
- g. Staff are expected to communicate professionally at all times ensuring confidential information is kept confidential

## Administration Staff

- a. Front Office staff will phone staff with urgent messages rather than use email
- b. Phone calls should not be put through to teaching staff unless they are urgent; this includes the use of the internal phone system from teacher to teacher
- c. Messages from parents at the end of the school day that are required to be delivered immediately before dismissal, will be
  - Noted in communication folder OR
  - Phoned through to teacher OR
  - Delivered in person
- d. Staff attending in sick bay will notify class teachers if a child is being sent home or being kept in the sick bay; they will do this via the internal phone systems, volume settings must be adjusted accordingly

## Parent Communication

- a. Parents will be encouraged to arrange a mutually convenient meeting time with teachers should they wish to discuss an issue in relation to their child's education. To do this, they will be asked;
  - To request an appointment through the school diary OR
  - To request such on their visits to classrooms between 8.30am and 8.45am OR
  - To contact teachers via email requesting an appointment
- b. The expectation for teachers will be;
  - To check diaries at least twice per week
  - To respond to emails within 48 hours, seeking clarification on what the issues might be
  - To arrange a mutually convenient time and to have informed the relevant Assistant Principal if necessary
  - To utilise the expertise and advice of the school's HR manager when preparing for or debriefing after parent communication if required
- c. The expectation of Assistant Principals and the HR Manager will be:
  - To assist class teachers prepare responses, if required
  - To release class teachers at mutually convenient times, if required
  - To participate with class teachers at specific meetings, if required

## Marketing and Development

- a. Official correspondence, which is any correspondence carrying the SPW logo, or correspondence that may be considered problematic, must firstly be checked by the relevant Line Manager
- b. Any official letters need to be on SPW letterhead and need to be signed.

### SPW will:

- Commit to providing greater access to mobile phones for staff on excursions and camps
- Investigate providing additional areas for teaching staff to make confidential calls
- Investigate the possibilities of making external calls from internal phones, including mobiles
- Investigate the provision of phones in current classrooms where there is no internal phone

### Further policies and procedures that may assist are:

- ICT Policy
- ICT Agreement
- Child Protection Policy
- Branding Procedures
- Forms of Communication with Parent Procedure
- Social Media Policy (currently being developed)
- SPW Style Guide

These policies and procedures are all available on the school's intranet