

# COMMUNICATIONS POLICY

**April 2013**

## **Purpose/rationale**

To ensure that accurate information is communicated by authorised persons and appropriate role holders, in a timely manner, respectful of privacy regulations and in line with school expectations.

## **Whole School Community Communication**

- The School website will be the primary source of communication with the School community. The school website will be maintained and updated with latest news.
- A newsletter will be emailed to all parents weekly.
- A hard copy of the newsletter is available on request.
- Social media sites are managed by the Principal and School Secretary to publicise events, inform parents and celebrate happenings.
- All routine communication will occur during business hours.
- Web-based technology e.g. parent portals will be activated and utilised as appropriate.
- All bulk emails will be sent as BCC emails so that parent privacy is respected.

## **School Staff Communication to parents**

Teachers use a range of communication methods to communicate to their class of parents or to individual parents.

- Teachers may email parents to request meetings or keep parents informed (provided they know the parent monitors this email address)
- Teachers may call parents when required to arrange meetings, or keep parents informed.
- Communication Books may be used on an individual basis where daily communication is required.
- A start of term newsletter may be sent to parents to provide important information such as curriculum, upcoming events, or parent assistance requirements for the term.
- Weekly class newsletter will be issued where required, especially in the early years.

## **Parent Communication to school**

- Parents may contact teachers by email, understanding that emails may not be responded during school hours. Important messages should be conveyed directly to the School Office to ensure a timely response.
- Teachers will respond to parent emails in a timely manner, but not usually outside business hours.
- Parents may correspond with teachers by writing a note in the homework or communication book.

- Parents emailing teachers regarding an issue for resolution may not receive an email response, but will be responded to in accordance with our Issues Resolution Policy.

### **Parents & Friends (P&F) Committee Communication to School Community**

- The authority for communicating to the parent body on behalf of the P&F rests with the Secretary of the P&F (acting on behalf of the P&F Executive).
- Agenda items are gathered through the secretary.
- Agenda sent out one week before P&F meeting.
- P&F letterhead used for formal communication.

### **Class Pastoral Parents Communication to Class Parents**

- On an annual basis, the Class Pastoral Parents will collect parent details for purpose of conveying information. Authority to use these contact details lapses at the end of the school year.
- Consent to distribute parent details will be sought by the Class Pastoral Parents at the beginning of the new school year. Details will only be provided to those parents of children within that particular class.
- Emails sent to all parents should be sent via Class Pastoral Parents.
- All class emails will be issued via blind copy (Bcc) to ensure privacy and security of personal email addresses.
- Whole of class parent emails are not an appropriate forum for the discussion of student/staff or school issues. Issues for resolution should be dealt with in accordance with the school's Issues Resolution Policy.
- Sensitivity is required when disclosing information of a personal nature with consideration of privacy.
- The class teacher should be copied into all 'whole of class' emails.

### **Parents Communication to Parents**

- The school would encourage parents to reference the school's mission and vision when interacting with the wider school community.

### **Student Communication to Teachers**

- Students are referred to the Acceptable Use Policy in all communications from school email addresses.
- The Acceptable Use policy is to be discussed and signed by parents and students at the commencement of each school year.

### **Student Communication to Students**

- Students are referred to the Acceptable Use Policy in all communications from school email addresses.
- The Acceptable Use policy is to be discussed and signed by parents and students at the commencement of each school year.

## **Legislative or other Authority**

## **Related Policy Documents**

- OLHC Privacy Policy  
<http://www.olhchendra.qld.edu.au/aboutus/Annual%20Reports/OLHC%20Privacy%20Statement.pdf>

## **Review Date**

April 2016

## **Policy Custodian**

Mrs Margaret Tomov; Principal; OLHC