

# Communication Policy

**Responsibility** Principal Class

**Endorsed by Council** April 2017

**Due for Review** April 2020

<b>Rationale</b>	At Berwick Fields Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, cooperation and positive relationships. We believe that the home-school partnership is a very important part of ensuring that children are happy, secure and open to learning. As a school community we are committed to working together to meet the various needs of our school community. Central to achieving this is trust and open, two way, effective communication between all members of the school community.
<b>Aims</b>	<ul style="list-style-type: none"> <li>▪ That effective and respectful communication between all school community members takes place</li> <li>▪ That processes are in place which allow for two way, open and honest communication amongst all school community members to ensure that each perspective is understood and appreciated and that common, achievable goals can be set and reviewed.</li> <li>▪ That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations</li> <li>▪ That clear, positive and fair processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner</li> <li>▪ That a positive, productive and harmonious school environment is maintained</li> </ul>
<b>Implementation</b>	Berwick Fields Primary School will deal with all issues and any complaints sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner. In working through any issues a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest of confidence and not discussed with any other persons, excepting those directly involved.

	<b>Process</b>	<b>Responsibilities</b>	<b>Forms of communication</b>
<b>Academic or Health and Wellbeing</b>	<p>Parent to contact teacher involved (class or specialist) as first point of call.</p> <p>Teachers will not normally be available to take calls during the school day.</p>	<p>Teachers to seek to respond within two school days, to provide information or organise a suitable meeting time.</p> <p>Where appropriate or required, a member of Leadership will attend the meeting or meet with parent if the issue cannot be resolved.</p>	<ul style="list-style-type: none"> <li>▪ Email</li> <li>▪ Phone</li> <li>▪ Student Diary</li> <li>▪ Student reports</li> <li>▪ Portfolios</li> <li>▪ Getting Acquainted Interview</li> <li>▪ Student Led Conference</li> <li>▪ Class Newsletters</li> <li>▪ Letters home (ie rethinks)</li> </ul>
<b>School News</b>	The school will seek to be open and transparent - celebrating learning, achievements and upcoming events.	School leadership and administration will regularly publish updates to the whole school community.	<ul style="list-style-type: none"> <li>▪ Newsletter</li> <li>▪ Website</li> <li>▪ Facebook</li> <li>▪ Tiqbiz</li> <li>▪ Assemblies</li> </ul>
<b>Events and Excursions</b>	Administration staff to communicate events as per the Excursions and	Administration staff to follow up with parents who have not paid	<ul style="list-style-type: none"> <li>▪ Tiqbiz</li> <li>▪ Facebook</li> </ul>

	<p>Events process, providing ample notice for all activities.</p> <p>A term calendar will be published at the end of each term, highlighting events and payments for the coming term.</p> <p>Parents to keep an eye out for notices, both in their child/ren's bags and in the newsletter.</p>	<p>for excursions, events or camps two weeks before the event. Teachers to ensure notices go home.</p>	<ul style="list-style-type: none"> <li>▪ School newsletter</li> <li>▪ Notices home</li> <li>▪ Website</li> </ul>
<b>Enrolments</b>	<p>Parents to contact the office to speak about the enrolment process, organise a tour and enrolment interview</p>	<p>Administration to organise tours and a member of leadership to conduct enrolment interview with all new families.</p>	<ul style="list-style-type: none"> <li>▪ Phone calls</li> <li>▪ Letters to school</li> </ul>
<b>School improvement</b>	<p>Parental involvement will be sought to help build an involved community. This includes providing input and feedback on school activities and policies; becoming active in the Family Engagement Team or School Council or helping out in classrooms.</p>	<p>School leadership and administration will regularly publish updates to the whole school community.</p>	<ul style="list-style-type: none"> <li>▪ Facebook</li> <li>▪ Newsletter</li> <li>▪ School Council minutes</li> <li>▪ Parent forums and information sessions</li> <li>▪ Surveys</li> </ul>

**Complaint Resolution**

Anonymous complaints will not be accepted or acted upon. Resolving matters of concern are best achieved through face-to-face contact with the appropriate person. Emails and letters should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion. Formal meetings will be minuted. Any correspondence received by the school will be kept in a secure file.

**Issues arising between students and families**

No parent should approach the children of other families or their parents with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal or teaching staff.

***Complaint resolution will follow the Department's Parent Complains and Concerns Policy***

**Related Documents**

- *DET Parent Complaint and Concern Policy:*  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentconcerns.pdf>