



# COMMUNICATION POLICY



## **Rationale:**

The purpose of this policy is to ensure clear expectations regarding communication between staff and families.

Communication between parents/caregivers and teaching staff is an expectation when it comes to working towards the best possible outcome for students. However, as teaching commitments require staff to be in a face-to-face role for much of the day it is necessary that some guidelines are in place to ensure communication occurs at appropriate times, and in a timely manner.

## **Aim:**

That Parents/Caregivers and staff respond in an appropriate time to information requests. To ensure that all understand the timelines involved and a timeframe in which to expect a response.

## **Guidelines:**

A parent/caregiver may request information from staff via email, phone or a conversation. As teaching staff are busy in the mornings before school and often have meetings after school it is best to either phone or email the school asking for an appointment with the staff member you wish to see.

It is expected that the staff member will return the call within 2 working days to make an appointment for a mutually agreeable time.

If the request is for information involving an incident or some other matter, that the staff member needs to investigate further, it is expected that the staff member will respond within 2 working days, however they may not have a complete answer. In this case it is expected that the staff member will give you a response including a date/time to get back to the parent/caregiver with an update, and include a timeframe for a full response.

If necessary a future follow-up date may need to be provided.

Formal communication between home and school will take place via two parent/teacher interviews per year, and on and on-going basis via the COMPASS reporting system.

## **Evaluation:**

This policy will be reviewed as part of the school's three-year review cycle, or as required due to changes in relevant Acts, Laws or should situations arise that require earlier consideration.

This policy was last ratified by School Council in

**2015**