



OVERVIEW

The College values respectful, effective communication between all members of the school community. Respect is a central value of the College and as such it is an expectation that all members of the school community will behave in a respectful manner, even when from time to time, challenging issues may be involved. Two other policies are also applicable in this area. The Office of Governments School Educations – Addressing parent’s concerns and complaints effectively: policy and guidelines and Departments ICT Acceptable Use Policy.

DEPARTMENT OF EDUCATION DIGNITY AND RESPECT STATEMENT

- The Department of Education is committed to providing safe and supportive work environments where diversity is valued and everyone is treated with respect, fairness and dignity.
- Discrimination, sexual and other forms of harassment, bullying, violence and threatening behavior are unacceptable
- All employees, students, parents and visitors in schools and other Departmental workplaces are expected to act accordingly.
- The Department (which includes schools) and school councils, will act to ensure that the safety, security, health and wellbeing of all employees, students, parents and visitors in schools and other Departmental workplaces are protected

This document aims to clarify the key communication tools used by the College and their uses, including the processes for raising a concern or complaint.

SECTION 1: METHODS OF COMMUNICATION

There are a number of methods of communication that are used regularly within our College community and these include;

- face to face communication such as meetings and discussions, parent teacher interviews, information nights and other school events
- electronic communication – such as phone, email, Compass, iNewsletter, College Website and any other material sent electronically.
- Written Communication – such as letters, enrolment packs, Student achievement reports (progress and end of semester reports), etc.

To ensure effective communication we ask that all families notify the College as soon as possible of any change to their contact details including phone numbers, addresses and email addresses. To do this, simply contact the general office. Compass is updated regularly with any changes that go through the General Office.

Staff at the College endeavor to respond to phone messages and emails as quickly as possible. If your enquiry is urgent we recommend you phone the College during school hours. Staff will aim to respond to phone messages and emails within two working days. Some members of staff are employed on a parttime basis and are asked to include the days they work in their email signature to assist parents.

Whilst we understand that the most convenient time to send emails may be outside of school hours, please be aware that it is not an expectation of the College that staff will respond to emails outside of their normal working hours. Sometimes delays in responses may occur due to part-time employment arrangements, illness or staff leave. In the case of staff that work part time we ask that they include the days they work in their email communications. In a situation where a staff member is on leave for an

extended period of time we have asked them to set up an out of office reply explaining this and letting you know who to contact while they are away.

If you are unsure about whom to direct your enquiry too, we recommend you phone the general office and they will direct you to the appropriate staff member. They can either forward your call or provide you with the appropriate email address if you would prefer to send an email.

KEY COMMUNICATIONS WITH FAMILIES

Student Attendance

There are strong links between regular attendance at school and student achievement and for this reason the College closely monitors student attendance. Class rolls are marked on a period-by-period basis and parents can check their child's attendance at any time by logging into Compass and clicking on the attendance tab.

Parents can also log a student absence directly through Compass or by calling our attendance office on 8390 9207. If a student is absent for two days without an approval being provided the College attendance officer will make contact with the family.

In the case of extended absences, such as family holidays, we ask that parents provide a letter to the College outlining the dates of the proposed absence as early as possible so that any potential issues around assessments, etc can be resolved.

Where there are ongoing issues of poor attendance and there is little improvement after school supports have been offered or implemented, the College will refer the matter to the Regional Office and the Department of Education.

Camps, excursions and incursions

Events such as camps and excursion are scheduled throughout the year. These appear on the Compass Calendar. When an event has been through the appropriate school approval processes permission forms will be available through Compass and parents are notified in their Compass newsfeed. Families can either provide consent and payment directly through Compass or the form can be printed and returned to the General Office with the appropriate payment before the due date.

Where a camp is organised, all families will receive an information booklet prior to the camps departure with all the key contact details during the camp.

Student Management

Compass is used daily in various student management processes. For example, in relation to the issuing of student detentions after-school, parents are sent an automated email to their nominated email address informing them of the date and time of detention. Students are also given a printed detention notice to bring home to have signed by a parent. In a similar way, parents are sent emails and also provided letters where senior students are booked into the senior school assessment catch up and study sessions. For this reason it is preferred that parents do have an active email account that they do check.

Student Learning

Compass provides a learning management system that enables staff, students and parents to access learning tasks such as class activities, homework documents and assessment task. Teachers can also include all key learning resources to enable student access to class materials on campus. The College is currently in the implementation phase of rolling out Compass resources and learning tasks. Families will gradually see more and more resources and learning tasks appearing as the College works towards achieving its staged implementation goals.

Student Achievement

Student achievement is formally reported on end of Semester Reports in term 2 and 4. These reports are made available through Compass. In addition to this, students workhabits are reported on approximately every 6 week and these again are available through Compass. Parent/ Teacher interviews are also held twice a year at the end of term 1 and term 3.

Copies of past school reports can be downloaded directly from Compass.

If you would like to discuss your child's progress at another time please contact the classroom teacher. Where concerns are spread across more than one subject we recommend you contact their year level coordinator.

Feedback on school processes and policies

From time to time the College will seek feedback from the school community on possible future developments, current policies and processes. There are a number of different tools that the College may use including surveying staff, students and/or parents through Compass, running focus groups, including discussions through key College groups such as Parents and Friends and also inviting comment or feedback through tools such as the newsletter.

The College Website

The College website provides general information about the school and its programs. There is also a contact us section which will direct emails to the appropriate groups in the school for topics such as enrolments, bring your own device, compass logins, etc.

The College Website should be reviewed as required including reviews every 6 months to ensure that the material is current and accurate.

The Use of Social Media

The College requires all students to sign the acceptable use agreement for ICT each year and to abide by the guidelines within that document. If a student breaches those guidelines the College inform parents and work with families to resolve these issues.

Compass remains the key learning management system for the sharing of classroom resources and learning activities.

The use of social media to promote and support school events and activities requires the authorization of a member of the Principal Class.

The College reserves the right to formally report and follow up any unauthorised use of the College logo or photos taken at the College or during College events that has not be authorized directly by the College.

REVIEW PERIOD

This policy was last updated on 19th May 2021 and is scheduled for review in May 2025.