

# Stradbroke School Communication Policy



Stradbroke School is committed to open, honest, timely communication in a respectful and constructive way. We believe good communication between school and home strengthens relationships, builds positive partnerships and enhances the wellbeing and learning opportunities for our students.

## **Purpose**

The purpose of this policy is to provide clear expectations and processes for communication between parents/caregivers and staff at Stradbroke School.

## **Responsibilities of the School**

The school will use the Stradbroke School newsletter as the primary method of communication for whole of school issues. The newsletter will be published every odd week of the school term accompanied by an up to date school calendar. The newsletter will be emailed to the school email register, made available through the school app, made available on the school website, and hard copies will be provided at the front office on request.

The school will use the Audiri App for any short notice issues between newsletter publications. In particular the Audiri App will be used for any emergency communications. The Audiri App will also be used as a reminder system for some events detailed in the newsletter. Instructions on downloading and use of the Audiri App will be made available on the school website and at the front office on request.

For individual classroom communication, teachers will outline their policy to parents at the beginning of the year at Acquaintance Night and through their class newsletter.

Staff recognise electronic communication is an efficient and quick way of communicating short messages. It is acknowledged that it is a great convenience for parents. As a school we also highly value face-to-face and telephone communication. At times, these forms of communication are preferred for more complex conversations.

The school will hold an email distribution list, telephone directory and postal address of parents which will be used as a tertiary form of communication.

The school will hold an acquaintance night in Term 1 each year with details communicated through the school newsletter.

The school will schedule parent teacher interviews in term 1 with details communicated through the school newsletter. A second interview is available upon request in term 3 following report distribution in term 2.

## **Responsibilities of Parents/Caregivers**

We expect our parents/caregivers will:

- Provide up to date contact details such as email address, phone and postal address.
- Read the school newsletter.
- Download and use the Audiri App.
- Read the classroom communication policy and be mindful of other parents needs as well as teacher workload.
- Develop close links with the school and attend as many events as possible.
- Work in partnership with the school to develop the potential of their children through open communication.

- Familiarise themselves with school policies and procedures which will be made available on the school website under the section 'Policy and Procedure' and made available at the front office on request.

### **Issues and policy breakdown**

From time to time parents/caregivers may need closer contact with their child's teacher.

Communication with teachers is to be encouraged and the classroom communication policy embraced and used. If after 1-week a resolution is not forthcoming, the front office can be contacted so an appointment with appropriate staff can be made. In any case the school will always make an appointment within 3-days of front office contact, or within 24 hours for urgent matters.

### **School Grievance Procedures**

Schools are complex organisations. With so many members of staff, students and parents, occasionally some communication can lead to misunderstandings. Your concerns can usually be considered by making direct contact with appropriate personnel as soon as possible. A copy of the *Grievance Procedures for Parents* is available on our school website. Here is an excerpt of the process below:

**1.** If you have an issue about something that has happened at school the first step is to contact **your child's teacher**. It is likely that your child's teacher has information relating to the incident/concern and is able to assist you to understand what has happened. You may need to set up a meeting time as the teacher has classroom responsibilities.

**2.** If you are not satisfied with the responses that you get then you can ask to see a member of the **School Leadership Team**. (Senior Leader, Deputy Principal, Principal) This might mean having to organise an appointment so that you have uninterrupted time to discuss your concerns. The Leadership Team are likely to have to investigate the issue and so there could be a time delay before they can get back to you to discuss what they have found out and to plan an action together with you.

**3.** In some cases, you may not be happy with the result of this meeting and so you can contact the **Parent Complaint Unit** on 1800 677 435. This unit will look into your concern and attempt to support you to resolve the issue. There is more information about this unit and the processes they use on the following website along with an online complaint form.

<https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

It is our hope that we can work with you to reach a resolution at the local level (Step 1 or 2) and that we have a harmonious relationship with our school community.