

COMMUNICATION POLICY

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At Mumbulla School, it is considered essential that there is clear communication between all parties interested in the education and well-being of our students. This policy sets out what clear communication means and the formal and informal mechanisms in place to provide it. This includes communication between teachers, students, parents, guardians, staff, College of Teachers, Board of Directors and mandated groups and extends to communication between the school and the broader community.

1. Rationale

The school values and encourages interaction with the parent community. At Mumbulla School, we strive to make all communications:

- respectful
- open & honest
- fair and impartial
- confidential (when required)
- timely
- non-judgmental
- reflective of transparent decision-making

2. Confidentiality

In all communications with staff at Mumbulla School, confidentiality is maintained. In order to monitor the continuing health of the school, all groups report to the Board of Directors at their meetings. In confidential matters, no names are used while the issues raised are reported on.

Communications with and to the school may or may not require grievance resolution. The principle of confidentiality remains the same whether the communication is a grievance, complaint or just a communication. (See *Grievance Resolution policy*)

- *Confidentiality* means that:
 - A person should be able to communicate with the school and its staff in confidence.
 - a communication should not be referred elsewhere, formally investigated or discussed with others without the consent of the person communicating to the school.
 - Records will be kept securely and confidentially.

3. Review

Feedback from parents, carers, staff and other members of the school community regarding the quality of communication at Mumbulla School is encouraged.

4. Responding to Correspondence

Where a written communication is received, it will be replied to in writing by the relevant school body. A copy of the correspondence will be kept securely in the relevant files. If the correspondence has been dealt with at a formal meeting, a copy of the minutes will be sent to the correspondent.

A follow up phone call may need to be made. This will be at the discretion of the school body.

5. Avenues of Communication

Avenues of communication within the school include:

- weekly Bulletin including a fortnightly column focusing on communication
- School Handbook
- student diary (Class 6)
- Class meetings
- Board of Directors meetings, held 2 times per term
- Induction meeting (a family's first introduction to the school.)
- Whole School meetings / planning days
- Annual Report
- Grievance resolution process
- Written class reports

6. Contact with the School

Parents, carers and members of the school community are welcome to contact any teacher, the College of Teachers as a group, the Front Office staff or Board member to discuss aspects of the school. The school has appointed a Communications Manager to assist with communication.

- For all educational matters, the first point of communication should be your child's teacher. If teachers are engaged in their care responsibilities, parents/carers are encouraged to arrange a suitable time for discussion. Advance notice regarding the issue you wish to discuss will assist in the communication process.
- If for any reason, the child's teacher is not an option, contact with the Communications Manager is recommended. (See *Grievance Resolution policy and procedures*)
- For questions, concerns or suggestions regarding school Administration or finance, parents and carers should see the front office staff or the Business Manager. If for any reason this is not an option contact may be made with the Communications Manager.
- A flow chart outlining the Grievance Resolution process will be made available to all members of the school community via the school handbook.

**ATTACHMENT A
THE WEEKLY BULLETIN GUIDELINES**

This is essentially a means of communication to parents from the school informing of forthcoming events, items of interest and class notes from teachers.

1. The Bulletin is to be produced and distributed by email or printed copy each Monday or next school day if Monday is a holiday.
2. Diary dates to be updated each week.
3. Care will be taken with the presentation of the document.
4. Accurate transcription of notes is paramount.
5. The Bulletin must be proof read before publication.
6. Spelling, grammar and tone should reflect the fact that we are an educational institution.
7. Minimise paper wastage via emailing the Bulletin to families where possible.
8. Appropriate advertising incurs a \$5 donation to the school's account.
9. Advertising by community and non-profit organisations is free.
10. A waiver of responsibility will be displayed at the bottom of the Community Classifieds section.

The Bulletin should reflect the warm and welcoming spirit of the school. Information, articles or advertisements, which are included, must reflect the philosophy and principles on which the school is founded. No material expressing political affiliations will be considered appropriate for inclusion in school publications.