

Communications POLICY

PURPOSE:

Baden Powell College (BPC) is committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships. The relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning.

GOALS:

- That effective communication between all college community members takes place
- That processes are in place which allow for open and honest communication amongst all college community members
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations
- 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
- That a positive, productive and harmonious school environment is maintained
- That effective and efficient communication systems are in place for students, parents and teachers

GUIDELINES:

Links which are connected with this policy are:

Department of Education: Parent Complaint policy

<http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx>

Department of Education and Training (DET) Emergency Management Planning

DET Emergency and Critical Incident

Baden Powell P-9 College: Emergency Management Plan (Tarneit & Derrimut Heath Campus)

Emergency Drill, Critical Incident Plan & Evacuation Plan

- 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 (win-win)
- 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.
- 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.
- Formal meetings will be minuted and any correspondence received by the school will be kept in a secure file

IMPLEMENTATION:

Procedure for contacting a classroom or specialist teacher:

When a parent wishes to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue. Contact should be made using one of the following approaches:

1. Contact the school, either by phone or coming to the office personally, and ask a school administration officer to arrange for the teacher to contact you to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
2. Contact the appropriate teacher in writing via the student diary or via email or by using the Compass online system, asking them to organise a suitable meeting time.
3. Speak briefly with the appropriate teacher, either before or after school hours (not at a time when they are teaching or on yard duty), and ask them to arrange a suitable meeting time.

Procedure for contacting other school personnel:

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole school, their child's wellbeing or relates to a school policy or matter, the procedure is to:

- Contact the Principal, Assistant Principal or a relevant School Leader, using one of the three approaches outlined above.

When parents have a concern or wish to discuss an issue relating to a member of staff or of a sensitive nature, they should make an appointment with the Principal or Assistant Principal by contacting the school office, either by phone or coming to the office personally, and asking the administration officers to arrange a suitable meeting time.

In all cases if the matter is urgent and / or relates to the possible risk or harm to a student, a member of staff or another member of the school community, the Principal should be informed immediately and the urgency of the matter conveyed. The Principal will determine who is the most appropriate person to deal with the issue and the process to work towards a resolution, as well as ensuring that contact is made as soon as possible.

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 Assistant Principal and not discussed with other persons.

EVALUATION:

- This policy to be reviewed as part of the school's two year review cycle, individually, in teams and with the community in 2016 or more often if necessary due to changes in regulations or circumstances