COMMUNICATION POLICY

Help for non-English speakers
If you need help to understand the information in this policy, please contact Keysborough Secondary College. Phone 03 9798 1877 (Acacia Campus) or 03 9546 4148 (Banksia Campus) or email at: keysborough.sc@education.vic.gov.au.

PURPOSE

The Communication Policy focuses on the following:

- Building positive relationships between home and school and the community based on mutual respect and trust that results in success for all students
- Ensuring the wellbeing of students and improvement of their learning outcomes.

Central to achieving this is trust, with open and effective communication between all members of the school community. This Policy outlines the principles and actions that will be applied to achieve our communication objectives and support the achievement of broader Keysborough Secondary College educational provision and programs.

Communication at Keysborough Secondary College is central to everything that we do. Communication facilitates awareness, understanding, involvement and learning. Communication is used both inside and outside the classroom. Including between:

- students
- students and staff
- staff
- staff and existing and prospective parents/families; and
- the wider Keysborough Secondary College community and the wider community.

Appropriate communication is a critical life skill that should be taught and modelled within an educational setting.

DEFINITIONS

This policy refers to the following forms of communication:

- Voicemail
- Telephone Conversations
- Diary
- Website
- Parent Portal
- Emails
- Letters
- SMS
- Newsletter
- Detention Letters
- Suspension Letters
- Absence Notes
- Social media

POLICY

The Communication Policy is to ensure:

- All communication contributes to a positive, productive and harmonious school environment for all.
- All communication is directed to the successful development of our students and our school community.
- That expectations, guidelines and standards are clearing communicated to all current and prospective students, staff, parents and families and other community members.
- Communication is appropriate in manner and content:

- Thateffective, informative and relevant communication occurs between all school community members
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- Year Level Leaders are to email (or phone and then email) parents/carers regarding student work requirements, student progress, student behaviours and student wellbeing.
- A Year Level leader may be emailed by a parent/carer to discuss their child's welfare. It is the Year Level Leaders responsibility to provide the parent/carer with the relevant information, in consultation with the student's teachers and the Wellbeing Team (if relevant).
- It is expected that Year Level Leaders will respond to parent/carer emails within two working days. If a Year Level Leader is unable to respond in full to the query made, then it is expected that a short email explaining that the matter is being looked into or information gathered is sent within the two working days.
- All email communications to Parent/carers are to be between 8.00am and 6.00pm Monday to Friday.

Difficult email:
In all cases, Keysborough Secondary College expects and asks that communication from parents/carers is respectful. If the tone of email from the parent/carer is perceived as aggressive, it is recommended the staff member seek advice from the relevant Year Level leader or the Campus Assistant Principal.

In all cases staff should:
- Not respond in kind (i.e. Do NOT be aggressive).
- Be respectful in the tone and language used.
- Acknowledge the concern raised in the response and, if possible, address each of the issues separately.
- Ask the Year Level Leader or Campus Assistant Principal to proof read the email.
- Cc the response to the relevant Year Level Leader and/or Assistant Principal.
- Seek advice if unsure how to proceed. Advice must be sought from the relevant Year Level Leader and/or Assistant Principal.
- Re-read the email out loud to determine whether the tone or words could be misinterpreted.
- Ensure concerns raised have been addressed. Where this is not possible, staff members are to provide advice to the parent/carer of the person who will be able to assist them.

In communication with parents/carers, staff members should not dismiss their concerns or use a dismissive tone – while the issue raised might appear minor at the school level, at the parent/carer level it is usually a priority.

Parent/carers to Staff communication
Parents/carers are encouraged to communicate with individual staff members via email (located on the school website) Link – Contact Us. If the parent chooses to communicate via email with a staff member they will need to outline the nature of the communication and include student name, Year Level and a subject heading in the email.

In all cases, Keysborough Secondary College expects and asks that communication from parents/carers is respectful.

General
If a parent is contacted by a staff member, it is expected that the parent/carer will respond to the email within two working days.
- If a parent/carer is unable to respond in full to the email, it is expected that a short email be sent explaining that the matter is being looked at and/or that further correspondence or contact will be made either by appointment or by telephone within two working days.
- All email communications between Parent/carers and teachers or other Keysborough Secondary College staff should be between 8.00am and 8.00pm Monday to Friday.

If a parent/carer requests a school email address, teachers should provide them with either/or the teacher's own Keysborough Secondary College email address or edumail address or be directed to the school's website. Should staff choose to communicate via email with parent/carers, they will need to record this in the Chronicle section of Compass for the specific student.

Parent/carer to Subject Teacher
If a parent/carer wishes to determine how their child is progressing in a particular study, an email requesting such information should be sent directly to the subject teacher in question.
- If a parent/carer has concerns with particular aspects of their child's work in a study, it is recommended that parents/carers address this prior to Parent Teacher Conferences.
- Should a parent/carer not receive a response to their email within two working days, it is suggested the relevant Year Level Leader be alerted to this via email.

Parent/careto Year Level Leader

When Home Group teachers are emailed by a parent/carer to discuss their child s welfare, Parent/Carers are expected to allow two working days for the relevant information to be collected, in consultation with the Year Level Leader, other subject teachers and the Wellbeing Team (if relevant).

APPENDIX

Who to Communicate with at Keysborough Secondary College

Person	Issue or Concern
College Principal	ƒ High level concerns and questions related to a teacher s conduct in the classroom and towards students. ƒ High level concerns and questions regarding severe student behaviour resulting in re-expulsion and expulsion ƒ High level concerns, questions and last level of appeal regarding subject decisions made related to promotion, student outcomes ƒ High level concerns and questions about school policies, student / teacher conduct. ƒ High level concerns and questions regarding student discipline, suspension. ƒ High level concerns and questions regarding student progress in classes. ƒ High level concerns and questions related to the welfare of students in Years 7, 8, 9 and 10. ƒ High level concerns and questions regarding transition Grade 6 to Y7 enrolment. ƒ High Level concerns and questions regarding school curriculum, Teaching and Learning ƒ High Level concerns and questions regarding student pathways, career paths, tertiary courses, TAFE courses, subject selection in Year 11 and 12, VTAC advice.
Campus Assistant Principal	

Communication

	o Policy information o Curriculum Development and information o Student Health Management		
Website	x Current, user friendly, and informative x Annual reports and business plan available x School Handbooks available x College Council summary in newsletter x Annual summary at the end of year and annual report x Keysborough Secondary College Policies x DET Policies x VRQA Minimum Standard Policies	x Internal and External Stakeholders	x Administration
Mode	Details	Audience	Prime Accountability

Policy Communication Procedures and Schedule

	Policy Communication Procedures and Schedule for the College Community				
	Staff	Students	Parents	Community	Policy Review Date

	Meeting With Business Manager				x Review upon DET policy Directive
x Occupational Health and Safety Policy	x College Website x Staff Handbook x Meeting With Business Manager				