



SCHOOL PROTOCOL for COMMUNICATION

PRINCIPAL APPROVAL	August 2019
DATE PROTOCOL APPROVED BY EXECUTIVE	August 5 2019
DATE OF PROTOCOL REVIEW	January 2020
PERSON RESPONSIBLE FOR PROTOCOL DISSEMINATION	Deputy Principal
PERSON REPOSIBLE FOR MONITORING AND IMPLEMENTATION	Principal

Background, Rationale and Protocol Principles

Moama Anglican Grammar is committed to working together with our school community to meet the needs of students, families, staff and the wider Moama Anglican Grammar community.

Key to meeting these needs is trust and an open and effective communication between all members of the school community.

Schools are very busy places and there is a great deal of information that needs to be conveyed to students, parents, guardians and staff. The aim of these guidelines is to provide protocols that will be applied to achieve communication objectives that enhance awareness, understanding, involvement and learning. We aim for all communication to be directed to the successful development of our students and our school community. With this in mind we aim to ensure that:

- Communication is appropriate in manner and content:
 - That proper consideration is given to the individual needs and characteristics of recipients.
 - That communication does not and is not used to discriminate, bully, harass or offend in any way.
 - That all communication is respectful, equitable and aimed at promoting understanding.
 - That communication is courteous and appropriate for a place of work.
 - That communication otherwise complies with professional standards and legal obligations.
- The mode of communication is appropriate:
 - That effective, informative and relevant communication occurs between all school community members.
 - That communication is properly targeted and timely.
 - That communication is considered holistically and consideration is given to multi-modal strategies.

- Confidential information is to be managed in a manner consistent with professional standards and legal obligations,
- Clear processes are provided that are clear, positive and fair which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner.

Academic and Pastoral Communication

With the introduction of SEQTA, parents and guardians have an opportunity to be more aware of and involved in their child's academic progress continuously throughout the school year.

SEQTA is a collaborative teaching and learning system. SEQTA Engage keeps parents involved in all aspects of their child's education. Parents can access their child's student information – including class timetables, attendance records, school notices, homework and assessments.

There will be updates on how SEQTA can be used effectively by parents and guardians as SEQTA improve their program and as we, as a school, implement the program. These updates will be communicated via the school Newsletter and/or emails to families and/or at SEQTA Parent/Guardian Information Evenings.

- For academic enquiries parents/guardians should contact the relevant teacher in the first instance. The relevant Head of Faculty may become involved in the communication on request of parent/guardian and/or teacher. The relevant Head of Teaching and Learning (Primary or Secondary) may also be involved in the communication on request of parent/guardian and/or Head of Faculty.
- For pastoral enquiries (including confidential information that needs to be shared with the school) parents/guardians should contact the relevant Year Level Coordinator in the first instance. The relevant Head of School (Primary or Secondary) may become involved in the communication on request of parent/guardian and/or Year Level Coordinator.
- For more serious or more confidential communication parents/guardians can contact the Deputy Principal. The Principal may become involved in the communication on request of parent/guardian and/or Deputy Principal.

Emails

- Staff will endeavour to respond to emails from parents/guardians within 48 hours if possible.
- If more time is required then staff will endeavour to send an email stating when the email will be returned with the appropriate answer.

Phone calls

- Staff will endeavour to respond to phone calls from parents/guardians within 48 hours if possible.
- If more time is required then staff will endeavour to send an email stating when the phone call will be returned with the appropriate answer.

Communication between teachers and Year 7 to 11 Students

By the time students get to Secondary School we encourage them to be more involved in their own learning. To this end students will often contact teachers directly out of class time via email. Teachers are not expected to read or respond to student emails sent in the evenings until within 48 hours of the start of the next school day. Teachers will negotiate with students when they will be able to respond to emails outside of class time.

Teachers will communicate to their classes when they are available to help with set learning tasks outside of class time. If a task is due in on a certain time and day, teachers are not expected to answer questions about that task in the immediate 48 hours prior to the due date of the task being handed in.

Communication between teachers and HSC Students

The nature of the relationship between Year 12 (HSC) students and their teachers means that students and teachers spend more time together working on learning tasks and preparing for HSC assessments and examinations.

HSC students may at times also need extra assistance from their teachers to complete work. This can include times after school and/or during non-school time term breaks.

Email is an appropriate medium for students to seek this assistance from their teacher. Teachers will negotiate with their HSC students about when they may be available to be contacted via email. Teachers are not expected to respond to student emails requesting correction or checking of drafts within 48 hours of the due date of the task. Otherwise, teachers will endeavour to respond to emails from HSC students within 48 hours if possible. If more time is required, then a teacher will send an email stating when the email will be returned with an appropriate answer.

HSC teachers may negotiate with Year 12 students, at different times of the year, to make themselves available to receive emails in the evenings or on weekends to correct drafts or to answer questions about specific learning tasks. Email contact at these times is at the teacher's discretion and not an expectation by the school of HSC teachers.

Notification of events and excursions

- The Moama Anglican Grammar school newsletter often has information about events and protocols that need to be noted by families. It is important that all families read the newsletter each fortnight to familiarise themselves with any events or notices that may only be reported on in the school's newsletter.
- SEQTA Engage includes a Calendar of events and includes a daily notices SIP (student information pane).
- For excursions teachers fill out the required excursion eform when organising these type of events.
- Events involving students attending activities outside their normal class routine or off site are entered on the school calendar as soon as approved.
- For all school events, parents should receive a permission note approximately 2 weeks before the event where possible.
- All eforms about events include the following information:
 - ✓ Time
 - ✓ Date
 - ✓ Venue
 - ✓ What to wear
 - ✓ What to bring
 - ✓ Pick up/drop off details
 - ✓ Educational reasons for the event
 - ✓ Staff supervision arrangements

Return of eform permissions

- All permission eforms should be filled in by 48 hours before the event.
- An administration staff member will contact parents about the non-returned permission eforms. Only one reminder will be issued.

Information emails / notification

- These are emails not requiring a permission eform and usually pertain to in school events.
- These notifications are usually sent out approximately 2 weeks before the event if possible.
- Advance notice would also be communicated via Facebook posts and the fortnightly newsletter

Carmel Spry
Principal