



Communication Policy

Aims

- A. To encourage and facilitate clear, honest and respectful communication throughout the school.
- B. To encourage early and open communication for all purposes including distribution of information, conflict resolution and behaviour management, sharing ideas and work, building relationships and facilitating change.
- C. To be clear about different methods of communication within the school.

Scope and application

This policy is available on the school website. This policy applies to:

- A. Employees.
- B. Students.
- C. Parents.
- D. Community members.
- E. Visitors to the school.

Principles

- A. All communication, at all levels and in all directions, will be respectful.
- B. The principles for respectful communication are embedded in the Codes of Conduct, which all members of the community are required to abide by.
- C. Positive, regular and early communication is valued as a means of fostering community connections.
- D. We use non-violent communication methods for positive conflict resolution, which is a respectful, needs-based communication style.
- E. Community members are encouraged to raise issues in the first instance with the individual who their concern directly relates to.
- F. Any unresolved concerns or complaints will be dealt with through the KSCS Concerns and Complaints policy.
- G. Formal methods of communication include end of semester student reports, parent/teacher meetings (*see Reporting to Parents Policy*), emails, newsletters,

community meetings (AGMs, General Meetings and Special General Meetings), feedback via the KSCS website.

- H. Informal methods of communication are school community events (classroom open days, parties, etc.), posters, email, text message, Educa, noticeboards/posters, and verbal communication. The Communication flowchart outlines the flow of information from the school to the community and the approved method that will be used.
- I. The method of communication used depends on the nature of the information being communicated and urgency in making parents aware of this information.
- J. A weekly newsletter will be distributed by email to parents and teachers. It contains information about the day-to-day activities of the school, invites families to be involved in the school and may contain community announcements and a snapshot of student work.
- K. Verbal communication encourages connection within our community. While informal discussions are encouraged with staff members where it does not interfere with class-time or teaching/supervising commitments, discussion with classroom teachers should be scheduled for a mutually convenient time.
- L. Social media is to be used for positive communication, to advertise school-related activities/events and to make connections across the broader community.
- M. Social media is not to be used to air complaints and concerns – refer to the approach in this policy and the *KSCS Concerns and Complaints Policy* for the appropriate way of resolving these issues.
- N. Parent representatives are assigned in each classroom to help with the flow of communication (inviting parents to class parties, following up on forms for excursions, etc.)
- O. The Board communicates with the school community through updates in the newsletters, AGMs, Governance noticeboard and also welcomes communication back via email (council@kerrystreet.wa.gov.au or feedback@kerrystreet.wa.gov.au).
- P. A Parent Liaison role is also appointed on the Board to assist with communication.
- Q. Parents should contact the school either by the main reception phone, school email addresses or in person. Classroom teachers should not be contacted on their private mobile phones or personal email addresses.

Responsibilities

A. Board

1. Monitoring and revising this policy as needed.
2. Communicating the activities of the Board to the school community.
3. Adhering to the Board Agreement regarding communication within the Board and at Board meetings etc.

B. Principal

1. Overseeing implementation of this policy.
2. Overseeing the development of key communication documents of the school (e.g. newsletters, formal reports).

3. Organising professional development opportunities for staff in non-violent communication methods.
 4. Adhering to the Staff Code of Conduct and overseeing staff member adherence to this.
 5. Overseeing student and community member adherence to Codes of Conduct.
 6. Communicating with the Board on management matters.
 7. Communicating with families to resolve emerging issues, concerns, etc. promptly.
 8. Implementing the Concerns and Complaints Policy for more complex issues.
 9. Communicating with prospective families.
- C. Teaching staff**
1. Adhering to Staff Code of Conduct.
 2. Overseeing student adherence to Student Code of Conduct.
 3. Facilitating conflict resolution through NVC methods.
 4. Programming and Student records.
 5. Reporting to parents.
 6. Working with other members of staff.
- D. Administration staff**
1. Adhering to Staff Code of Conduct.
 2. Providing an approachable, welcoming initial contact point for the school.
 3. Communicating with prospective families.
- E. Students**
1. Adhering to the Student Code of Conduct
 2. Using positive communication methods with other students, teachers, community members.
- F. Community members and volunteers**
1. Parents - ensuring their child adheres to the Code of Conduct.
 2. All – adhering to the Community Member Code of Conduct.

Related Documentation

- A. Procedures and Forms including:**
1. KSCS Organisational Chart
 2. Communication Flowchart
 3. Non-Violent Communication Guidelines
 4. How You Can Use the NVC Process
 5. Feelings and Needs Chart
 6. Easy NVC steps

- B.** Policies including:
 1. Concerns and Complaints Policy
 2. Privacy Policy
 3. Records Management Policy
 4. Reporting to Parents Policy
- C.** Student, Staff, and Community Codes of Conduct.
- D.** KSCS Constitution
- E.** KSCS Values and Philosophy

Authorisation and Review

- A.** This policy was authorised by the Kerry Street Council on 14 March 2005
- B.** Policy reviewed by meeting of staff and council on 13 January 2006
- C.** This policy was reviewed September 2012
- D.** To be reviewed 2017
- E.** Reviewed Term 2, 2019
- F.** To be reviewed S1 2022

Revision History

Date	Revision	Detail
09/2019	V.2	Significant policy updates- incorporating NVC, Codes of Conduct, new procedures.
February 2021	V.2.1	Formatted. Codes of Conduct references updated. Procedures developed.