



# MOGGILL STATE SCHOOL COMMUNICATION POLICY

## Introduction

Effective partnerships between parents, students and our school staff are important to educational success. This partnership involves trust and openness and it allows those who receive the information to make appropriate decisions.

At Moggill State School we are committed to working with our whole school community through open, effective, positive and respectful lines of communication and techniques that aim to build a positive learning environment. We are committed to dealing positively with your concerns and complaints.

Our communication protocols apply to our school days (excluding weekends, holidays and public holidays and student free days).

## Purpose

The purpose of the communication policy is to:

- Establish clear expectations for how the school will communicate with parents and caregivers to support the student's learning and wellbeing.
- Provide parents and caregivers with processes to communicate openly and honestly with teachers and other school staff.
- Assist parents and caregivers to effectively discuss learning both with their students at home and with teachers.
- Aid in the development of a positive school community by building and strengthening relationships between staff, students, parents and caregivers based on communication that is clear, inclusive and respectful.
- Provide parents, caregivers and the wider community with information regarding events, achievements and activities at the school.

## Communication Procedures

### Distribution of Information

The school uses different methods of communication to distribute information to parents and caregivers:

- Moggill State School Website – [www.moggillss.eq.edu.au](http://www.moggillss.eq.edu.au)
  - Contains access to information about the school including enrolments, extra-curricular, facilities, calendar, news, support and resources.
  - Contains relevant contact information and links to other resources.
- Moggill State School Facebook page – [www.facebook.com/moggillss](http://www.facebook.com/moggillss)
  - The Moggill State School Facebook page is used to provide updates on events and activities for the school.

- Moggill P&C Facebook page – [www.facebook.com/moggill](http://www.facebook.com/moggill)
  - The Moggill P&C Facebook page is used to provide updates on events being planned by the committee.
- Email
  - Email is the most common form of communication used to provide information to parents.
  - School administration will send information and invoices via email.
  - Teachers may often send emails to update parents about what is happening within the classroom.
  - All emails to the school and/or staff member will be replied to within two school days
  - If you have not heard back from the school and/or staff member after two school days (Monday – Friday 8.00am-5.00pm), please send a follow up email.
  - When raising a concern about your child or the classroom, your first point of contact is with the classroom teacher and/or relevant specialist teacher.
- Phone (Call / SMS)
  - For urgent matters, student absences, running late, early departures, lunch being dropped off or forgotten, etc. Please do not contact your child’s teacher about these issues.
  - Our office hours are between 7.45am – 3.30pm. Outside of these hours, your call will go to a message bank that will be checked during office hours.
- Newsletter
  - The newsletter is used to communicate with parents and the school community, it contains information about achievements, events and news from the school.

## Raising of Concerns

If a parent or caregiver has concerns regarding a student’s academic progress, social relationships or a general classroom matter this should be raised directly with the student’s class teacher in the first instance.

### Procedure for contacting a classroom teacher

To respect the learning time and the time commitments of our staff, please ensure you send an email to set up a mutually convenient meeting time. When a parent or caregiver wishes to contact the student’s teacher about an issue or concern that is time sensitive or urgent it should be made by:

- Contacting the school, by phone to arrange for the teacher to contact you to arrange a suitable meeting time.
- Speak briefly with the teacher either before or after school hours and request an appropriate meeting time.

Where a teacher has been approached and attempted a resolution, but the issue remains unresolved an appointment should be made with a member of the leadership team (Principal or Deputy Principal) to discuss the issue further.

### Procedure for contacting a member of the Leadership Team

The Leadership Team have varied roles and responsibilities throughout each day. Please call the office or email to arrange a suitable meeting time. If you arrive at the office and request to see a member of the Leadership Team, you may be asked to arrange a more mutually convenient time.

## Expectations of School Staff

- Staff will contact a student’s parent/caregiver in a timely manner by phone or email to make an appointment to discuss concerns that arise about a student.
- Email should not be used in the first instance to discuss a sensitive issue which has not been previously discussed with the parent or carer. For sensitive issues and concerns communication should be preferably via a meeting organised to address concerns.
- Staff will aim to respond to parent or caregiver emails within two (2) school days during the school week.
- When an email is received from a parent or caregiver that requires some time to gather information and reply properly then the staff member should respond acknowledging that the email has been received and indicate when a more detailed response will be sent.

## Expectations of Parents/Caregivers

- It is the responsibility of parents or carers to provide the School with up-to-date contact information including telephone number and email address.

- Please send only non-urgent messages via email. For example: do not use email to inform the school of changes to school pick up arrangements as the teacher/staff member may not see the message in time. In these instances, please telephone the school office.
- Please note that Teachers are not usually available to respond to emails during teaching time or whilst on playground duty. Teachers will usually access their emails daily. They will respond to emails as soon as practical, usually within two school days.
- For all student absences, please contact the school to advise the students name, class, reason for absence and expected return to school by:
  - Sending a text message to 0426 306 218
  - Calling 07 3202 0444 (option 3) to leave a voice message.
- Please don't seek to discuss in detail a student's academic progress, learning expectations or behavioural issues by email. These are best addressed in person or over the phone. Use email to arrange a suitable time with the teacher to discuss these matters.

## Social Media

When contributing, do not post any material that:

- Is racist, hateful, defamatory, libellous, derogatory, threatening, harassing, abusive, discriminatory or humiliating to another person or organisation;
- Vilifies individuals based on their religion, gender, race or sexuality
- Contains material (written, audio, video and other electronic forms) that infringes Intellectual Property rights such as copyright.

### *Note:*

Our staff also appreciate hearing when they have made a positive difference and/or been helpful. We encourage you to contact us either by phone or email ([admin@moggillss.eq.edu.au](mailto:admin@moggillss.eq.edu.au)) when this happens. This helps to reinforce the things that we collectively value and helps to continue our positive tone in partnership.