



COMMUNICATION WITH STAFF POLICY

RATIONALE

At Kurunjang Secondary College we are committed to open and timely communication. Our vision and values is expressed through our commitment to achieve success for our community through respect, responsibility, and collaboration. In adhering to our values, we aim to improve the partnership between parents/carers and the school and to enrich the wellbeing and learning opportunities for our students.

PURPOSE

This policy explains how Kurunjang Secondary College proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

OUR COLLEGE WILL

- Communicate in a timely manner, through the newsletter, website, Facebook, Compass, emails, SMS, phone calls, letters, and in person.
- Invite parents and carers to contact us in writing or person about matters of concern.

POLICY

Kurunjang Secondary College understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- To report a student absence, please contact the Attendance Officer, on 9743 9211.
- To discuss a student's academic progress, health or wellbeing, please contact your child's House Year Level Coordinator in the first instance and arrange a mutually suitable time to meet or discuss the matter further on 9743 9211.
- For all other enquiries, please contact our General Office on 9743 9211.

School staff will do their best to respond to general queries as soon as possible within school operating hours, **8:30 am – 4:30 pm**, and ask that you allow us **2 to 3 days** to provide you with a detailed response. We will endeavour to respond to urgent matters within **24 hours**, where possible.

In addition, staff are not required to respond to emails/SMS during the term breaks.

MEETINGS

Parents and carers wishing to speak with staff are reminded that in most cases this may not be immediately possible as they may be teaching or attending to other commitments.

Meetings with staff should be arranged for a mutually suitable time. Parents and carers are required to make an appointment with the relevant staff member, giving a brief outline of the reason for the meeting so staff are suitably prepared.

PHONE CALLS, EMAIL AND SMS

Expectations of Staff and Parents/Carers:

When communicating via phone, email or SMS, staff and parents/carers are expected to adhere to correspondence etiquette, including:

- Emails/SMS are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or by phone.
- Phone calls, emails and SMS should always be respectful and constructive. If the phone call or email relates to a concern, or problem, it should be focused on understanding the problem and finding a solution.
- Refrain from sending negative or confrontational emails/SMS.
- Emails/SMS containing personal or sensitive information should not be passed on to a third party without appropriate permissions.

Expectations of Staff:

- Emails/SMS should not be used to discuss a sensitive issue which was not initiated by the parent/carer or had not been previously discussed with the parent or carer.
- When an email is received from a parent/carer that requires time to gather information and reply appropriately, the staff member should respond acknowledging that the email has been received and indicate when an informed response will be made.
- Staff will aim to respond to parent/carer phone calls or emails within two to three working days.
- Staff will aim to respond to parent/carer phone calls or emails deemed urgent within 24 hours.
- When on leave, staff should activate an auto-reply message detailing relevant leave dates and who to contact in their absence for urgent matters.
- Staff are not to respond to abusive phone messages, emails/SMS and should forward them to a member of the Principal Class.

Expectations of Parents/Carers:

- Respect that the college is a professional workplace, and staff have many commitments outside of the classroom which may prevent them from attending to requests immediately.
- Respect staff personal time. Parents should not send emails or messages outside of work hours, including term breaks, and expect an immediate response.
- Please do not seek to discuss in detail your child's academic progress, learning expectations, or behavioural issues via email. These are best addressed in person or by phone.

UNREASONABLE BEHAVIOURS

Behaviours that are considered inappropriate on and adjacent to school grounds that do not uphold the values of the college will not be tolerated, including when a person:

- Is rude, loud, aggressive or harasses others
- Sends rude, confronting letters, emails, text messages or voicemail
- Is threatening
- Makes sexist, racist, homophobic, or derogatory comments
- Inappropriately uses social media as a forum to raise concerns/complaints against the school, other students or staff
- Is physically intimidating, e.g., standing over, very close, or pointing hands towards face.

CONSEQUENCES

Principals are responsible for determining what constitutes reasonable behaviour. Unreasonable behaviour and/or failure to uphold the principles of the college's values, may lead to further investigation or actions. This may include:

- Utilising mediation and counselling services
- Alternative communication strategies being applied, including the creation of a **Communication Plan** for families failing to comply with the conditions set out in this policy
- Instructing members of the community to leave the premises
- Formal notice preventing entry onto school premises. Written notice will follow any verbal notice given
- An **Intervention Order** being sought
- Reporting incident to police which may result in a charge of **trespass** or **assault**

By agreeing to meet specified standards of positive behaviour, everyone in our school community can be assured that they will be treated with fairness and respect. In turn, this will help to create a school that is safe and orderly, where everyone is empowered to ***learn, grow and achieve together.***