

# Ripley Valley SSC Communication Policy

Successful communication strategies are an integral part of Ripley Valley's operational framework and a cornerstone of our community ethos.

In all environments, communication from Ripley Valley SSC should be:

- Professional
- Relevant
- Accurate
- Timely

Communication procedures will vary in different situations and between audiences, however, every communication form's ultimate aim is to provide a clear, transparent message leading to shared understandings of expectations.

Our community includes:

- Students
- Parents and Carers
- Prospective Parents
- Staff
- P & C Association
- Friends of our College
- Wider community
- Department of Education

This Communication Plan reflects our commitment to:

- A Safe and Supportive Learning Environment through fostering strong relationships between staff, students and parents/carers
- Students through providing a positive and nurturing learning environment

## **Objectives:**

- Promotion of the College's Vision, Values and school achievements
- Provide parents and the wider community with information about events, results and other happenings at the College
- Provide staff with information about events, results, expectations and other happenings at the College
- Provide a two-way channel of communication between the College and parents/carers for open discussion
- Provide parents/carers with an avenue for communicating their concerns to teachers and an opportunity to take their concerns further if necessary
- Enact a two-way channel of communication between staff for communicating concerns and opportunities
- Provide an open channel of communication between staff and students for honest discussion and advice
- Make it as easy as possible for families of prospective students to contact us and receive the information they need
- Respond quickly to written, verbal or phoned requests for information or appointments – acknowledging calls within 24 hours (work days) and scheduling appointment or provision of information within 48 hours (work days)
- Responding quickly to concerns raised by families, contacting them within 48 hours.

**Our Pathways of Communication (Parents/Carers):**

<b>Method</b>	<b>Details</b>	<b>Audience</b>	<b>Responsible Officer</b>
Newsletter (Schoolzine)	Week 0 in Term 1 Weeks 4 and 8 every term	All parents/carers Staff Wider community via website	Executive Team
Website	Current, user friendly, informative	Wider Community	HoD eLearning and Digital Technologies
Assemblies	Every Monday during Access Class	Students Staff Parents/Carers & Community Members invited to special ceremonies	Executive Team
Notice Boards	Up to date events and information Reflects information from the community	Parents/Carers Students	Administration P&C
Notes and Permission Forms	Online via Schoolzine and Daymap	Parents/Carers	Administration Teachers
Emails School emails and individual staff members	Newsletter Teacher-parent/carer contact Parent/carer – teacher contact	Parents/Carers Staff	Administration Staff Parents
Facebook and Instagram	Official school accounts Notification and celebration of events and activities within the school and wider community	Students Parents/Carers Wider Community	Executive Team HoD eLearning and Digital Technologies
P&C Meetings	3 <sup>rd</sup> Thursday of the Month Held at RVSSC Flinders Room Agenda and Minutes on school website Information via P&C Facebook Page	Parents/Carers Community	Executive Team P&C President
Face to Face Meetings	Parent/Teacher Interviews in Week 3, Terms 2 and 3 each year Formal and informal meetings as requested Administration – Parent Foyer	Parents/Carers Teachers Executive Team	Teachers Executive Team Parents/Carers
Academic Reporting	Report Cards will be issued at end of Term 1, Semester 1, Term 3 and Semester 2 via One School email to parents/carers	Students Parents/Carers Staff	Executive Team
Absentee Notification	Written note in diary Daymap Phone call to school	Administration Parent/carer	Parent/Carer Administration

### **Our Pathways of Communication (Staff):**

- Emails – specific staff and staff groups
  - Staff are required to check emails at least once per day
  - Staff are expected to respond to emails within 48 hours (school days)
  - Staff are not expected to respond to emails outside of regular working hours (eg. 8:00am – 4:00pm on school days)
- Staffroom Noticeboard
  - To be checked once per week
- Pigeonholes
  - To be checked once per day (minimum)
  - Located in walkway from Parent Foyer to Staffroom
- Staff Meetings
  - Held every Monday from 3:00pm – 4:00pm
- Student Free Days
  - As per School Calendar

### **Teacher Pathways of Communication with Parents/Carers:**

- Phone calls/SMS
  - Personalised phone calls are the preferred method of contact with parents/carers
  - SMS facilities can be used via Daymap in consultation with HoD
- Emails
  - Staff are required to check emails at least once per day
  - Staff are expected to respond to emails within 48 hours (school days)
  - Staff are not expected to respond to emails outside of regular working hours (eg. 8:00am – 4:00pm on school days)
- Parent/Teacher Interviews
  - Held twice per year in Week 3 of Term 2 and Term 3
- Student Diary
  - Short notes to parents/carers can be placed in Student Diary when relevant
- Open Days
  - Held once per year (dates on School Calendar)
- Permission Notes
  - As required for planned excursions and activities
  - Issued via Schoolzine/Daymap
- Report Cards
  - Issued via One School at end of each Term
  - Refer to Reporting in Staff Handbook for further details
- School Website, Facebook and Instagram
  - In consultation with HoD and Executive Team

## **School Email Policy**

Email is seen as an effective form of communication between the College and parents/carers. Ripley Valley SSC expects that parents/carers and staff will use email in a responsible manner. By communicating via email all users agree to adhere to this policy and expected behaviours it outlines. Users who do not comply with this policy may be requested to cease communicating in this way.

All users **MUST** adhere to all email conditions below:

1. Using email to communicate does not result in an immediate response however a maximum 48 hour (school days) acknowledgment of receipt is expected. Actual response to an email query may take up to two more days depending upon request.
2. Recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the wider community without the explicit approval from the sender.
3. If a recipient feels they are receiving an unreasonable amount of emails they can request that the sender desist in sending further emails and that this request will be followed.
4. All email communication will be carried out in a professional and appropriate format and tone.
5. All school email users will adhere to DoE Telecommunications Use policy for email communication.