

## Communication Policy

### Communication Policy Statement & Objectives

Arndell Anglican College understands that open, clear and effective communication is vital to providing a mutually supportive environment for students to flourish and meet their full potential. Open communication between staff, parents and students can create positive and trusting relationships and can assist with the shared responsibility of student learning.

In order to achieve this, Arndell Anglican College provides this communication policy to outline the ways in which we will facilitate communication as well as the expectations, rights and responsibilities of staff, parents and students.

#### 1. **General College Communication with Parents**

General College communication with parents will be facilitated through various platforms including verbal and non-verbal, structured and other means. A full overview of these platforms is outlined under Means of Communication.

#### 2. **Mutual Courteous and Respectful Behaviour**

Arndell Anglican College staff endeavour to be courteous and respectful with our students, parents and wider community and as such in return expect the same courteous and respectful communication from students and parents.

Parents are expected to abide by their obligations as set out in the *Anglican Schools Corporation – Conditions of Enrolment* at all times and in particular whilst communicating with College staff.

#### **Extract from Application to Enrol:**

##### **Parents' Obligations**

###### **The Parents:**

- **Are to accept and abide by the requirements and directions of the School Council and Principal relating to the student or students generally and not interfere in any way with the conduct, management and administration of the School.**
- **Are to communicate with students, parents, visitors and staff members in a courteous manner, and follow the communication guidelines laid down by the School.**

#### 3. **Emergencies or Illness**

In the event of an emergency where a parent or guardian needs to contact their child/ren, in all circumstances parents **must** make contact with the Arndell Anglican College reception team who will quickly and conveniently facilitate your call or message to your child/ren and/or any other required staff. Where possible this must be done by 2.30 pm at the latest so as to ensure timely location of the child/ren.

In the event that a student presents unwell during the course of the school day, students are required to present to the College First Aid Office, **in an emergency at any time that they feel unwell**. However, as a rule students cannot come to the First Aid Office before 9.30 am or after 2.30 pm. Only following assessment and review will a call be made to any parent/guardian to collect their child/ren. **Under no circumstances should students make direct contact with parents for this reason.**

#### 4. **Access to Staff Areas and Classrooms across the College**

Whilst Arndell Anglican College understands that, as an open campus, parents do have access to, in particular, the Junior School classrooms and staff, we ask that you respect those busy times in the morning and afternoon. Teachers at these times are preparing for the day or preparing students to leave. If you need to speak with a staff member for a length of time it would be appreciated if you could make an appropriate appointment.

Staff Areas are not areas where parents have access. This applies across the College.

## 5. Communication Process

Arndell Anglican College has implemented a two stream care framework – Pastoral and Academic.

If at any time a parent or guardian is unsure as to whom to direct your enquiry or concern to, please contact the College reception in the first instance.

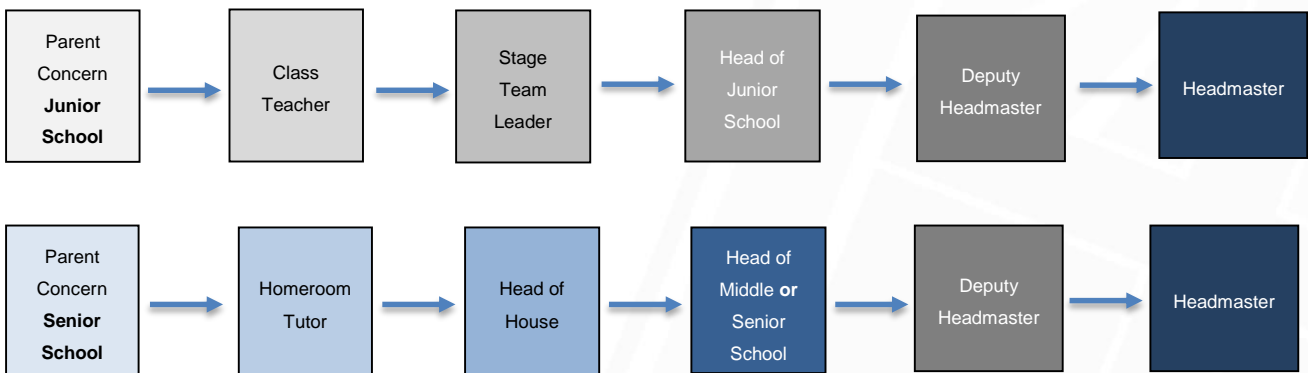
Arndell Anglican College staff are provided with an email facility that allows communication between staff, with students and with parents. Please note that staff may, from time to time contact students for assessment or mentoring purposes and parents outside the normal school day. However staff are not expected to respond to email communication on weekends, school holidays or after 4.30 pm on school days unless this has been staff initiated.

### Pastoral Care Communication Process

Pastoral care enquiries should be addressed to the class teacher (for Junior School students) or homeroom tutors (for Senior School students) by email or if unsure phone through the College Reception on 02 4572 3633.

Parents should attempt to refer all school-related matters back to the College and must not approach other students or contact another students parents directly about such issues. Arndell Anglican College seeks to work together to create a solution and provides this guideline as an approach to minimise exacerbating an issue which may hinder a resolution.

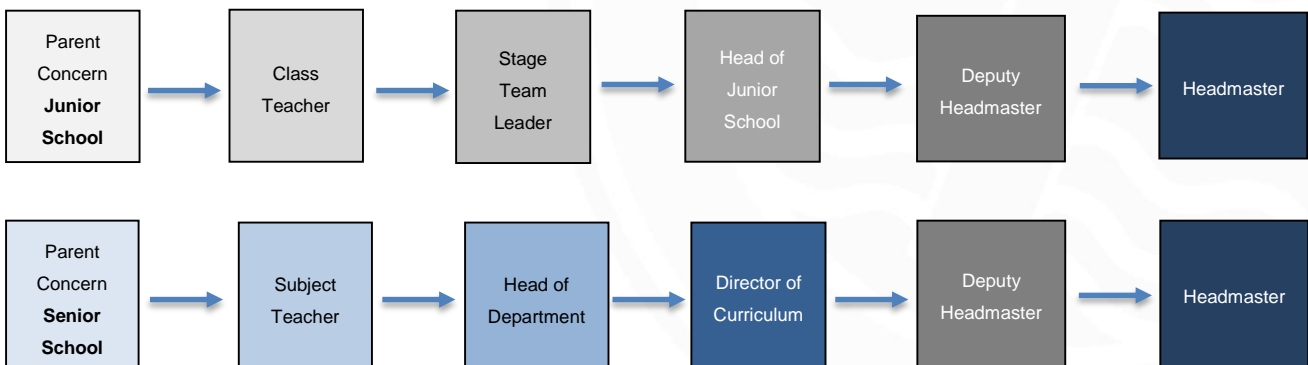
In the event that a parent or guardian wishes to extend any pastoral enquiry or concern, please refer to the below diagram.



### Academic Care Communication Process

General curriculum enquiries should be addressed to the class teacher (for Junior School students) or subject teacher (for Senior School students). The means of this communication can be via email or via phone through the College Reception on 02 4572 3633.

In the event that a parent or guardian wishes to extend any academic enquiry or concern, please refer to the below diagram.



Please note that staff will acknowledge your enquiry, email or call by the end of **the next working day** following receipt of your enquiry.

Arndell Anglican College will seek to arrange a mutually convenient time for staff and parents to meet to discuss enquiries and concerns. When seeking to arrange a meeting parents should make a formal appointment for either a telephone or face-to-face meeting. Parents and guardians are requested to be mindful that due to the complexity of timetabling we will, wherever possible, seek to arrange relevant meetings within three days of receiving a request. Where possible parents / guardians are requested to provide two or three alternate meeting times so that we may facilitate this process as seamlessly as possible.

**6. Enquiries and Complaints**

Where a parent or guardian is dissatisfied with the conduct or outcome of their communications with College staff, they are asked to lodge a complaint with our Enrolments Manager. Please refer to Grievance Policy on College Website.

**7. Means of Communication**

Arndell Anglican College utilises the following means of communication in order to ensure ongoing effective communication with the College Community;

**Please Note: Staff do not give out personal email addresses, engage with students via any form of Social Media or give out personal phone numbers.**

**Newsletters**

'The Advocate' – our fortnightly PK – 12 College newsletter, and  
'Sports Scene' – our weekly sporting and associated activities newsletter

**Media Platforms**

Regular updates via the College website  
Welfare System – weekly digest of student activities  
Email – including information pertaining to the whole College, a year group, subject/class group or the student Social media channels – Including Facebook.com/Arndell Anglican College and Instagram/Arndell Official  
SMS & Newsflash – as required

**College supplied information / events**

College Calendar and College supplied diaries  
'Focus' – the annual College yearbook  
Notes, event forms and other written communication  
Letters by post – in the event that email is not possible or is deemed inappropriate  
School reports – end of semester written report for all students  
Assemblies and special presentations  
Parent information booklets  
SMS & Newsflash – as required  
Parent Teacher Interviews

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Communication Policy – V1 2017 Revised by James Webb in consultation with the College Council

Author: Roxanne Arnold

Date: 31<sup>st</sup> May 2017

Reviewer: James Webb

Approved by: Gareth Leechman

Review Cycle: 3 Years