



# St Benedict's College Communication Policy

## Policy Statement

As a Catholic College, Gospel values and the Benedictine charism form the basis of our commitment to establish authentic relationships within our College community in a respectful and professional manner. Open communication is essential in maximising student learning and wellbeing.

## Objectives

To ensure that:

1. Processes are in place that allow for respectful and professional communication amongst College community members
2. Effective communication between College, families and other relevant community members takes place
3. Confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations
4. Clear, positive and fair processes are provided that allow issues or concerns to be aired and resolved in a timely and effective manner
5. We deal with issues at the most appropriate level
6. A positive, respectful and spiritual College environment is maintained.

## Communication Tools

Various modes of communication including, but not limited to:

1. College Newsletter (published fortnightly)
2. Parent Portal (including Parent Slips)
3. Email
4. Telephone
5. eDiary
6. Student Reports
7. Parent Teacher Interviews
8. Information Evenings
9. Official Facebook Page
10. Parent Handbook
11. College Website
12. SMS
13. BCE Connect App.

## Communication Policy Procedures

We recommend that in the first instance, parents contact the Pastoral Care (PC) teacher for assistance, support and clarification. In most instances the PC teacher is best positioned to communicate meaningfully with a parent or guardian.

If the matter relates to a specific subject class, parents are asked to contact the subject teacher in the first instance.

## **Contacting a Teacher**

When a parent wishes to contact a teacher to discuss issues relating to their child, the following process is recommended:

1. Email is the preferred method to either discuss the matter or to arrange a suitable time to meet and discuss the matter with a child's teacher
2. If urgent, please telephone the College, briefly outlining the matter, and administration staff will redirect the call as required.

## **Response from a Teacher**

Teachers are required to respond quickly to parent emails and messages in the following ways:

1. Acknowledge emails or messages within 24 hours (excepting weekends/public holidays) and if necessary, arrange a mutually suitable meeting time
2. Supply a written response via email within 48 hours (excepting weekends/public holidays) of email being received.

## **Escalation and Further Resolution**

Should the issue remain unresolved after communication with the teacher and requires communication with the relevant Pastoral or Curriculum Leader, then the following procedure is recommended:

1. If urgent, please telephone the College office, briefly outlining the issue, and our administration staff will redirect the call to the relevant Pastoral or Curriculum Leader
2. If the issue is not urgent, email is the preferred method to arrange a suitable time to meet and discuss the issue. Emails will be responded to within 24 hours of being received, excepting weekends/public holidays
3. If the issue is not resolved, then follow the Grievance Procedure.

## **Issues Arising Between Students and Families**

We do not condone parents approaching the children of other families or their parents with a school related or non-school related issue. Such matters should be addressed to the College and not communicated to other persons.

## **Confidential Information**

As a Brisbane Catholic Education College, St Benedict's College is bound by the Privacy Act. A privacy statement detailing Brisbane Catholic Education's practices and procedures for the use and management of the personal and sensitive information it collects and records can be accessed on our College website or Parent Portal.

## **Verbal, Written and Electronic Communication**

Adult members of the community are responsible for modelling healthy and respectful use of social media and negative talk about the College or individuals (teachers, staff, parents, families or students) is not condoned.