

## SCHOOL COMMUNICATION POLICY

<b>Approving authority</b>	Executive Management Team
<b>Purpose</b>	This policy has been developed to ensure Oxford College has effective communication and processes between school community members to meet professional standards and legal obligations
<b>Responsible Officer</b>	Academic Director/Principal
<b>Associated documents</b>	

### 1. RATIONALE

Oxford College (Oxford) is committed to open, transparent and effective communication with all stakeholders.

The School has a variety of means to establish effective communication. The aim of this policy is to ensure that:

- effective communication between all school community members takes place
- processes are in place which allow for open and honest communication amongst all school community members
- confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations
- clear, positive and fair processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner

### 2. SCOPE

This policy applies to all staff and students:

- full time, part time, casual, permanent or temporary;
- contract or commission workers;
- volunteers, vocational and work experience placements;
- full time and part time students.

It applies to staff in all their work-related interactions with each other, and with customers, contacts or clients.

It applies to staff while in the workplace or off site, at work-related functions (including social functions and celebrations), while on trips and attending conferences.

### 3. POLICY

3.1 Electronic communications will be the primary means of communicating within the school community. This includes the website, newsletters and email communication.

3.2 In addition there will be regular face to face communication through Open Day and many informal events in which the community is encouraged to participate.

### 4. PROCEDURES

#### Communication with Parents

- 4.1 Parents are encouraged to contact the School in a timely fashion about any concerns they have regarding the operation of the School and in particular in relation to concerns about the welfare of their children.
- 4.2 Parents and caregivers wishing to make an appointment with a staff member should do so through the front office or Welfare Officer, to ensure a mutually agreeable time.
- 4.3 Teachers who wish to speak to parents and caregivers will notify the High School Coordinator and Welfare officer who will contact the parent/caregiver to arrange an interview. A teacher wishing to

have a telephone interview about a student-related issue will first seek the permission of the High School Coordinator.

### **Communication with Staff Members**

- 4.4 All staff members are issued a personal college email address and staff handbook during staff induction. Emails are to be checked on a daily basis as it is the main form of communication.
- 4.5 It is good practice to communicate directly and in person with your Head of Department or with another staff member. The best communication tool is face-to-face interaction. However this may not always be possible or appropriate. In such cases, staff are expected to communicate via the telephone or via email. Email communication is necessary when written correspondence forms part of the documentary evidence.
- 4.6 Staff are expected to follow a strict business protocol with emails. Staff email addresses are on the network email global contact list. Please respond to all emails sent to you promptly and politely. Your name, title and contact details at Ozford should be displayed at the end of each of your emails, on your signature line. Acknowledgement of receipt of an email portrays a professional and efficient image. Chatting online is prohibited at Ozford unless it is pre-approved by your Head of Department for work related reasons.

### **Communication Plan - Anaphylaxis Management Policy**

- 4.7 The Principal of a School is responsible for ensuring that a Communication Plan is developed to provide information to all School Staff, students and parents about anaphylaxis and the School's Anaphylaxis Management Policy.
- 4.8 Ozford develops and maintains a Communication Plan to provide information to all School Staff, students and parents/guardians/care-givers about anaphylaxis and the Anaphylaxis Management Policy. The Communication Plan includes strategies for advising School Staff, students and parents/guardians/carers on how to respond to an anaphylactic reaction by a student in various environments including:
  - during normal school activities including in the classrooms and all other areas of the school buildings;
  - during off-site or out of school activities, including on excursions, school camps and at special events conducted or organised by the School.
- 4.9 The Communication Plan includes procedures to inform volunteers and casual relief staff of students with a medical condition that relates to allergy and the potential for anaphylactic reaction and their role in responding to an anaphylactic reaction by a student in their care.
- 4.10 It is the responsibility of the Principal to ensure that relevant School Staff are:
  - trained; and
  - briefed at least twice per calendar year.

## **5 FEEDBACK**

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.