



Communications Policy

Communication builds relationships. It promotes partnerships, engagement and the learning of all in our community. At St Benedict's our communication is offered in an open and professional forum, requiring the contribution of all.

Our Communication is:

Reliable	It is direct, from the original source, up to date and precise.
Timely	It is concise and requires accountability of all.
Respectful	It invites positive engagement within our school community and acknowledges confidentiality when required.
Inclusive	It responds to the diversity present within our community in a spirit of cooperation and collaboration.
Consistent	It makes use of multiple tools and sources to convey relevant messages.
Open	It acknowledges questions and concerns to be reciprocally raised and resolved.
Acknowledge	It celebrates the achievements within our community.

Procedures

Distributing Information

- The use of email is the preferred method of distributing information within the school community. Parents and Carers should inform the school if an alternative is required.
- Teachers will make contact regarding:
 - Learning Progress
 - Student Behaviour
 - Acknowledging Success
- The Leadership Team will make contact regarding:
 - Student Behaviour
 - Celebration of Learning
- The Administration staff will contact regarding:
 - General Student Well Being (injuries, illness, medication requests)
 - Unexplained Absence

Raising Concerns

Concerns should be raised directly with the student's class teacher in the first instance.

Contacting Classroom Teachers

- Contact should be made using one of the following approaches:
 - In writing via email.
 - By phoning the Administration Office to request the teacher make contact.
 - Speaking briefly with the teacher either before or after school hours.
- Please provide a context for the required discussion.
- For unresolved concerns an appointment should be made with the appropriate Leadership Team member relevant to the year level.

Expectations – School Staff

- Staff will reply to all communication in a timely manner.
 - Monitor emails regularly outside of teaching time.
 - Respond within two working days.
 - Acknowledge sensitive issues as a priority in person or over the phone if possible.
- Use language that is clear accessible and concise. Avoid or explain confusing educational terms.
- Refrain from responding to offensive or distressing emails and should forward them to their Leadership Team Rep. This will be managed in accordance with the Brisbane Catholic Education Parent Code of Conduct.

Expectations – Parents and Carers

When contacting the Classroom Teacher:

- Do not use their personal mobile phone number.
- Please allow two working days for a response. (Emails are not monitored by teachers during teaching time.)

Please don't discuss student's academic progress, learning expectations or behavioural issues by email. These are best addressed in person or over the phone.

When contacting the School Office:

- Provide up-to-date contact information including telephone number and email address.
- Notify of any changes to pick up routines.

Parents and Carers should refer all school related matters to the school and should not approach other students or contact other parents or carers directly about any issues or concerns.

Expectations – Students

- Address staff using their formal name e.g. Mrs Smith, be respectful and make eye contact.
- Adhere to the School Mobile Phone Policy
- Use of email for students should be for school related communication and should be approved from the classroom teacher before it is sent.
 - Students may send email to their teachers with questions or comments regarding class.
 - Students may send email to other students to collaborate on group projects and assist with school classes.
- Refrain from sending inappropriate email messages or content which may be interpreted as offensive.

School Communication Methods and Calendar

The following table outlines the communication tools we use within our school.

Communication Type	Timeline	Staff Responsible	Purpose / Actions Required
Initial Contact with all Parents	By the end of February	Classroom Teachers	To speak to and introduce themselves to parents as a means of establishing early connections and building relationships. To share early feedback about their child in their class
Initial Contact with New Families	By the end of February	Leadership Team	To receive any early feedback about their experience of welcome at St Benedict's and offer any support that may be necessary.
Face to Face Communication	As often as necessary	All Staff	To maintain connection and build strong relationships.
Year Level Communication Newsletter	Week 1, 4 and 7 of every term.	Year Level Teams	To provide overview of what children are learning over a three-week period. To provide ideas for how parents might support some learning at home. To provide knowledge and education on the learning process.
Be Informed School Newsletter	Fortnightly	Leadership Team Communications and Marketing Officer Classroom and Specialist Teachers as appropriate.	To provide information and reminders about upcoming events and dates To celebrate and acknowledge staff and student achievements.
Welcome to a New Term Letter	End of School Holidays	Principal	To provide an overview of information to support family preparation for each new term. To provide an outline of all key dates for the term ahead.
Seeaw	One Post Weekly (Miniumum)	Prep – Year 2	To enhance parent teacher communication To share what students are learning at school including samples of work produced. To provide information on how parents can support their children at home with practical ideas and examples.
TEAMS		Year 3 - 6	To enhance parent teacher communication To share what students are learning at school including samples of work produced.

			<p>To provide information on how parents can support their children at home with practical ideas and examples</p> <p>To support a platform for face to face meetings with parents in an online environment.</p>
Parent Portal BCE Connect	As often as necessary	Leadership Team Communications Officer	<p>To provide access to Student Academic Reports which are prepared twice per year (June and December)</p> <p>To allow parents to submit child absence information.</p> <p>To provide parents with up-to-date calendar of events that directly impact their engagement in the school.</p>
School Website www.stbenedicts@qld.edu.au			To provide information about the school including important policy and school reporting documentation.
School Facebook Page	Two - Three posts per week	Leadership Team Facebook Admin Group	To promote the learning life of the school and to share positive stories of student learning and teachers teaching
Brisbane Catholic Education Email	As often as necessary	All Staff	<p>For staff to access their emails daily during school days (unless absent or on leave).</p> <p>To communicate to and from parents around matters pertaining to the education of their children</p> <p>To communicate between colleagues around work related matters</p>
Text Messaging Service			<p>To notify parents and carers of unexplained student absences.</p> <p>To contact parents and carers in regard to other urgent matters, such as; school closure due to extreme weather events.</p>
School Newsletter	Weekly	Leadership Team Communications and Marketing Officer Classroom and Specialist Teachers as appropriate.	<p>To provide information about upcoming events</p> <p>To celebrate and acknowledge staff and student achievements</p>
Parent Teacher Conversations Interviews	Scheduled twice per year End of Term 1 Beginning of Term 3 (to accompany report card)	Classroom Teachers	<p>To share the learning progress of students and establish future learning goals.</p> <p>To support the development of a co-developed plan for student improvement between parents and teachers</p> <p>To provide knowledge to parents on how they may be able to support their child at home.</p>

Student Personalised Learning Plan Meetings (PLPs)	Scheduled at least twice per year or each term depending on student	Classroom Teacher Support Teacher Leadership Team	To share the progress of student personalised learning goals to support their participation and access to the curriculum.
Parent Information Evening	Early February	Leadership Team Classroom and Specialist Teachers	To set the scene for the year and provide information to parents on expectations around student learning and school processes and procedures. To show welcome and hospitality to families
Parent Education Forum Topics	One Major Topic Each Term	Principal	To provide information to parents and education on unfamiliar topics of interest
Coffee Catch Up Mornings	Fortnightly	School Leadership Team	To provide information to parents on specific student learning topics and aspects of the school improvement plans. To seek feedback from parents in relation to specific school operational questions. To create opportunities for parent to parent communication and community building.
Celebration of Learning Opportunities	Each Term	Year Level Teams	To give greater purpose to the learning of students and celebrate their learning outcomes in a meaningful way with parents. To support the building of learning engagement for students.