



Communication Policy

Rationale

At St Benedict's we commit to nurturing active partnerships with families and providing parents and caregivers with opportunities to participate in the life of our school community. Our students' learning journey is enriched through a commitment to processes of open, reciprocal communication. As a Catholic school, the Gospel values and Benedictine charisms form the basis of our commitment in establishing stable relationships within our school community through respectful and professional communication. This is a very important part of ensuring that our children are happy, secure and open to learning.

*"He has told you, O Mortal, what is good;
and what does the Lord require of you
but to do justice, and to love kindness,
and to walk humbly with your God?"*
Micah 6:8

Objectives

To ensure:

- That effective communication between school, families and other relevant community members takes place.
- That processes are in place that allow for respectful and professional communication amongst school community members.
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations.
- That clear, positive and fair processes are provided that allow issues or concerns be aired and resolved in a timely and effective manner.
- That a positive, respectful and spiritual school environment is maintained.

Communication Tools

- School Newsletter
- Class / Year Level Newsletters
- Assemblies
- Student Report Cards
- Parent/Teacher Interviews
- Information Evenings
- Email
- Telephone
- Parent Representatives
- School Website
- Parental Portal
- BCE Application

Implementation of Communication Policy

It is our strong recommendation that in the first instance, parents are asked to contact the class teacher for assistance, support and clarification.

Procedure for Contacting a Teacher

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

- If urgent, please telephone the school office immediately, briefly outlining the urgent matter, and our administration staff will redirect your call as required.
- Email is the preferred method to either discuss the matter or to arrange a suitable time to meet and discuss the matter with your child's teacher.
- Speak briefly with the teacher, either before or after school hours, to arrange a suitable meeting time to discuss the matter in more detail.

Procedure for Response from a Teacher

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

- Acknowledge emails or messages and if necessary arrange a suitable meeting time, within one day.
- Supply written response within 24 to 48 hours of email being received.
- Pass all relevant information to the Principal, APA or APRE if the concern cannot be dealt with satisfactorily by the teacher.

Procedure for Escalation

Should your matter be unsatisfactorily resolved with your teacher or requires direct communication with our Leadership Team, then the following process is recommended:

- If urgent, please telephone the school office immediately, briefly outlining the urgent matter, and our administration staff will redirect your call to either our Principal, or one of our two Assistant Principals.
- If the matter is not urgent, email is the preferred method to arrange a suitable time to meet and discuss the matter with either our Principal, or one of our two Assistant Principals. Your email will be responded to within 24 – 48 hours of being received.

Procedure for Issues Arising Between Students and Families

At St Benedict's 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 Principal, APA, APRE or teachers and not discussed with other persons.

Confidential Information

Brisbane Catholic Education is bound by the Privacy Act (1988) and has adopted the thirteen (13) Australian Privacy Principles. 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 school website. Alternatively a hard copy of the statement may be provided on request.

Electronic Media

Adult members of the community are responsible for modelling healthy and respectful use of social media and that negative talk about individuals (teachers, staff, parents, families or students) should always be discouraged.