



BRIGIDINE COLLEGE INDOOROOPILLY

COMMUNICATION PROTOCOLS

COLLEGE/PARENT COMMUNICATION

BRIGIDINE COLLEGE MISSION STATEMENT

We follow the example of St Brigid, a woman of vision and courage, who actively challenged the social, political and cultural structures of her time.

We commit ourselves to the education and empowerment of young women within the framework and challenge of Catholic philosophy.

In our living vision, we will:

- Be faithful to our Catholic heritage
- Welcome all people, especially the most vulnerable
- Celebrate all that is good with joy and gratitude
- Engender a love of learning, hope and a sense of purpose
- Image and practice justice and service.

INTRODUCTION

Brigidine College is committed to a partnership with parents in the education of their daughters. We welcome parent involvement and participation in the Brigidine College community. The staff at Brigidine College use a wide variety of means to communicate with parents and to share information pertaining to the student's education and to the College community. Our aim is to listen to and respond appropriately to all parental concerns and requests.

PRINCIPLES OF COMMUNICATION AT BRIGIDINE COLLEGE

The objective of communication between parents and the College is to arrive at an outcome, which enhances the learning opportunities of our students within the College's pastoral framework.

At Brigidine, we are committed to open, honest and timely communication with parents. As a Catholic school, we believe that communication between the College and parents should be respectful, measured, amicable and sensitive. In adhering to these principles we aim to strengthen the positive partnership of parents with the College, to enhance student well-being and to provide quality educational outcomes.

TEACHERS' RESPONSIBILITIES-COMMUNICATING WITH PARENTS

All teachers and College staff commit to:

- Corresponding with parents at a reasonable time. (Eg. Monday – Friday, 8.00am – 5.30pm)
- Responding promptly to parental enquiries by phone or email – within 48 hours.
- Maintaining accurate records of student progress and student concerns.
- Providing constructive and positive feedback to parents regarding their daughter's progress.
- Seeking advice from a Middle Leader (Pastoral and/or Curriculum) and then contacting parents as appropriate.
- Asking parents to attend a meeting with the student and Middle Leader to provide further understanding / clarification or resolution and establish a plan to support the student.
- If further discussion or resolution is required, the assistance of a member of the College Leadership Team will be sought.

PARENTS' RESPONSIBILITIES-COMMUNICATING WITH THE COLLEGE

Parents and guardians commit to:

- Corresponding with staff at a reasonable time of the day (8.00am – 5.30pm).
- Regularly seeking information from the established channels of communication:
 - Brigidine College website
 - Parent Portal pages
 - College fortnightly newsletter
 - Parent / Teacher evenings (Terms 2 and 3)
 - Student Portal pages
- Communicating concerns in the first instance with the classroom teacher or Home Room teacher (pastoral) by phone or email.
- Requesting a mutually convenient meeting time to meet with the staff member involved to discuss concerns.
- Requesting a further meeting with the appropriate Middle Leader, if a matter is unable to be resolved.
- Seeking assistance from a member of the College Leadership Team if an issue requires further assistance to be resolved.

DIGITAL / COMPUTER-DEVICE USE

Within an organisation there will be information that is sensitive and confidential in nature stored on the computer network. All college staff and parents are required to refer to the 'Brigidine College Privacy Principles and Policy', as these College documents are there to protect the privacy of families and students by ensuring that all staff maintain all levels of privacy for all members of the College community. No information of a personal or sensitive nature is to be used or provided to any source without the expressed permission of the identified person or a member of College Leadership Team.

When using computers and or digital devices on behalf of the College or when engaged in College business, College personnel are

- not to allow visitors to access or view information related to College personnel, students or families
- required to file printed information in an appropriate place as per the Privacy Policy guidelines
- required to destroy all discarded printed confidential materials that may contain private or sensitive information relating to a member of the College community.

EMAIL BY STAFF / COLLEGE PERSONNEL

When writing emails to parents / guardians, staff should

- identify a timeline when returning communications (48 hours)
- use polite and appropriate language
- begin with a greeting, for example "Dear Jane", until you know the person well enough to be able to address the email as "Hi Jane"
- explain the purpose of the email clearly and objectively
- do not return an email with lengthy responses (A phone call or face to face meeting might be more appropriate)
- not use abbreviations in emails
- return emails at an appropriate time of the day / night
- conclude an email correctly saying "regards, Jane"

When writing emails to students

- identify appropriate protocols for email communication with the students in your classes
- set high expectations for appropriate use of email / digital footprint
- set an appropriate tone and structure of the email, so as to be informative and constructive

Remember that the person reading your email can't see you so they can't read your body language to see if you are joking, angry or serious.

TELEPHONE USE

Phones (Admin office staff) should be answered in a timely manner. Give the name of the organisation and then your own name and job role. For example:

Good morning/afternoon. This is Brigidine College, Jane Smith speaking.

This salutation helps the caller know they have dialed the correct organisation, who they are speaking to and the role of the person answering the phone.

- Speak clearly and at a speed that enables easy understanding.
- Keep notes of the conversation, for further reference and to assist with passing the correct message on to the next person.

- Conclude the conversation with passing the message on, taking a message, asking the person to ring back at a later time, or solve the issue yourself.

VOICE MAIL / MESSAGES

When a message is taken from a caller, please clarify and ensure you understand the message correctly.

- Repeat the information back to the sender to ensure that the information you have is correct.
- Ensure you have a record of the interaction, the message, the sender's details, name, phone number, and email or address if necessary, so that the recipient can contact them.
- Forward the caller to voicemail, so that they may leave a message.
- Give messages as soon as it is possible, as it may be something that requires urgent attention. If possible check back to be sure that the person received the message.
- All messages received by voicemail are required to be returned to the caller in a timely manner (within 48 hours).

EMAIL GUIDELINES FOR STUDENTS TO STAFF

Students should only send emails to staff members:

- if the subject is related to the educational needs of the teaching and learning process
- from the student's email address to the staff member's Brigidine College email address
- if the email is for approved school educational purposes (e.g. changes to first drafts, work to be submitted)
- at an appropriate time of day (8.00am – 5.00pm)
- using respectful salutations, language and tone (refer to Communication Protocols)

The assignment policy includes requirements regarding email and Turnitin. Students are responsible for their own printing requirements.

MOBILE PHONE GUIDELINES FOR STAFF

- Staff mobile phones should be on silent / vibrate mode whilst at school
- Staff members should not provide private mobile number to students and parents.
- Staff members should use a school mobile phone(s) for excursions and school activities which require such use.

OTHER DIGITAL COMMUNICATION GUIDELINES FOR STAFF

(Facebook, Blogs, etc.)

- Staff are required to be aware of College's Privacy policy and use of social media.
- Staff members should ensure their Facebook (or other social networking sites) security settings set so as to prevent public access to personal information, photographs and private communications.

- Staff members should not be 'Friends' or 'Friends of Friends' with students on Facebook and other social networking sites. An appropriate amount of time to allow a graduate to be 'friends' is at the discretion of staff.
- If staff members conduct a blog, or use the internet to make available material such as photographs, videos, music recording or art works, they should ensure that the content does not compromise their position as a professional or as an employee of Brigidine College. The use of password protection or of an alias may need to be considered.
- Use of the internet for collaborative learning spaces involving students must be approved by the Principal.

GENERAL COMMUNICATION GUIDELINES FOR STAFF

At Brigidine, we are committed to open, honest and timely communication. As a Catholic school we believe that communication should be respectful, measured, amicable and sensitive. In adhering to these principles we aim to strengthen collegial goodwill and positive working relationships between all staff members.

- Staff are required to be aware of the College's Privacy Policy and the Communication Protocols.
- All forms of communication recognises the dignity and respect to all members of staff.
- Staff are to respond respectfully to enquiries through conversation, phone or email (within 48 hours).
- Where appropriate, staff are to seek advice from Middle Leaders and senior members of staff.
- Staff are to liaise with a member of the College Leadership Team, where ongoing assistance is required. Please note whether Mission, Curriculum, Pastoral, I. T. or general employment issues.
- Corresponding with fellow staff should be at a reasonable time of the day.
(Eg Monday – Friday 7.00am – 6pm)

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