



COMMUNICATION PROTOCOLS POLICY

PURPOSE

Effective communication is central to ensuring that all members of our school community are able to work together to support the learning of our students. These communication protocols are designed to support effective collaboration and to help build positive and constructive relationships between staff, parents and students. They are also developed to ensure that all members of the school community are well informed about all that happens within our school. We believe that effective communication will improve teaching and learning within the school, help improve the wellbeing of staff and students, and lead to improved outcomes across our whole school community.

SCOPE

At Prahran High School, we believe effective communication is critical in supporting our work and in building positive relationships across the school community.

We understand that effective communication is a two-way process, and needs to be relevant, regular and timely.

We expect all members of the school community to communicate in a respectful and polite manner, with a positive and solution-focused approach to addressing concerns or issues.

Prahran High School is committed to open and transparent communication between all stakeholders. Some specific expectations relating to communication are below:

1. Staff at Prahran High School will:

1. Communicate with all members of the school of the school community in a respectful and polite manner, with a positive and solution-focused approach to addressing concerns or issues, which supports our school values
2. Check, read and action all emails received; respond to all telephone correspondence in a timely manner. In most cases this will be within 48 hours. Emails sent to staff will be considered read by the receiver and where a response is required, the sender will expect a response in a timely manner (NB: Staff are not expected to read or send emails late at night or on weekends)
3. Contact parents/guardians directly if they have concerns about the student's wellbeing or learning growth, either by email or by a phone call; also immediately notify other relevant staff members
4. Use Compass to accurately mark rolls within the first 10 minutes of every Learning Session, every day.
5. Provide students, families and other staff with relevant and timely information and feedback, including attendance, notices, up-coming events and excursions, Assessment Tasks and due dates, behaviour and any other relevant observations that relate to student learning or wellbeing
6. Provide timely feedback (in person) to students in relation to all assessment, and report learning progress to parents/guardians in accordance with our Assessment and Reporting Guidelines
7. Provide parents/guardians with details of events requiring consent or payment at least two weeks prior to the due date for payment/consent

2. Parents/Guardians will:

1. Communicate with all members of the school of the school community in a respectful and polite manner, with a positive and solution-focused approach to addressing concerns or issues, which supports our school values
2. Check Compass on a regular basis (1-2 x per week) and ensure they have read notices, news items and are aware of upcoming events and any information provided by teachers
3. Use Compass to notify the school of student absences by 9am on the day your child is away
4. Use Compass to make payments, provide consent for school activities and to access student learning feedback and reports
5. Ensure that you are familiar with all school policies and procedures (published via Compass)
6. Provide accurate contact details, including emergency contacts, and immediately notify the school in writing of any changes
7. Provide accurate and up-to-date medical information and notify the school in writing of any changes
8. Notify relevant staff members of anything that might impact on the learning, behaviour or wellbeing of their child
9. Schedule appointments for face-to-face meetings in advance to ensure availability of relevant staff member. This is usually best arranged by an email/Compass message to the staff member

3. Students will:

1. Communicate with all members of the school of the school community in a respectful and polite manner, with a positive and solution-focused approach to addressing concerns or issues, which supports our school values
2. Log on to Compass every day prior to the start of school, and read notices, news items, upcoming events and assessment dates, and check for changes to their timetable for the day
3. Log on to Outlook every day and check, read and action all emails received in a timely and appropriate manner
4. Complete and submit forms and notices that they are given prior to the due date

FURTHER INFORMATION AND RESOURCES

This policy should be read in conjunction with the Child Safe Policy and Code of Conduct; Student Engagement and Wellbeing Policy; Assessment and Reporting Guidelines; Digital Technologies Policy.

REVIEW PERIOD

This policy was revised in January 2023 and approved by the Principal. This is a management/operations policy and is uploaded into our school policy area of Compass and the website. This will be reviewed before December 2026.