

## Communication

*A policy of the Western Springs College Board of Trustees (08/12/2008)*

### **Purpose:**

To ensure there is effective communication between school staff and student families and the wider local community so they are well informed and WSC maintains strong support in its community.

### **Policy:**

1. **Response times** The Principal is to set, following staff consultation, *expected* times for responses by staff to emails, telephone messages and letters from individual students' parents or caregivers. Guidelines for that purpose are to provide a process for teachers receiving inquiries that are contentious, or repeated beyond a reasonable level, to refer the matter to the appropriate Dean or Senior Manager. *There is a specific timeline for responding to complaints – see the Complaints policy.*
2. **Information to families** Regular and ongoing information about school activities, events, issues and successes is to be provided to students' families through publication of a newsletter and through the website. Necessary funding to be addressed in the annual budget process.
3. **Website** The website is to include page clearly setting out how and to whom parents and caregivers should address inquiries, concerns or complaints and positive feedback.
4. **Reports** Parents and caregivers are to be regularly updated on their students' progress through regular written reports, report sessions with staff, and, where necessary, additional individual interviews.
5. **Contributing schools** Positive links are to be developed and maintained with the staff and students of contributing intermediates and primaries through a programme of regular activities and exchange of information.
6. **Promotion** The Principal and other senior managers are to ensure there is a constant flow of information to the media and other relevant organisations about WSC (emphasising particularly the academic, sporting and cultural achievements of its students) and commenting on educational issues, as a means of maintaining a positive profile in the school community and wider community (including international student agencies and schools).

7. **Media** When representing WSC, Staff will get prior approval from the Principal or Associate Principal about communicating with the media and using school letterhead.
8. **Board report** The Principal is to report to the Board in the annual review on progress with each element of this policy.

Ratified by Board: \_\_\_\_\_ signed for BOT

08/12/2008      date

08/12/2011      review date