



## **RATIONALE**

At Glen Eira College we value timely, respectful and appropriate communication in order to ensure all stakeholders are informed. Communication at GEC is consistent with our statement of values and philosophy in the Glen Eira 5. This includes a commitment to participate and engage professionally in meetings. Glen Eira College supports a wide range of communication tools and procedures.

## **PURPOSE**

This document provides guidelines for the appropriate use of the range of communication tools and procedures employed at the school. Its purpose is to ensure these tools are used for the functions for which they are created and made available to facilitate the efficient operation and performance of the school.

## **GUIDLINES**

### **1. Staff**

#### ***General Protocols***

- Staff bulletins will be emailed daily to all staff. The weekly newsletter is emailed on Monday morning and pigeon holed. Briefings are 5 minutes in length and occur three times a week. Information that is not available in other ways is shared. Repetition is to be avoided
- Digital communication between staff will occur through edumail, gmail or google drive
- Electronic devices should not be used in meetings unless otherwise agreed to by the convener
- Email bulletin messages to the office by 2.30pm
- When emailing, email details of other people should not be provided
- Announcements or paging should only occur before team, in the last minute of period 2, 4 and 6, lunch and recess, or after school. Any other announcements or paging must be authorised by the Principal
- School phones can be booked through the General Office for school business and yard duty

#### ***Emails***

- Staff are only obliged to email parents or colleagues within business hours
- When emailing parents it is best practice to inform co-ordinators
- Include subject in subject line. Subject and content of emails needs to be relevant, concise, consistent and clear
- Emails will be sent in a timely manner. Responding to emails will occur within 48 hours
- Whole school emails will be limited. Only relevant staff should be sent emails.
- If using distribution lists these should be kept up to date
- Issues should be dealt with in person, not via email

#### ***Xuno***

- All staff are responsible for logging incidents on Xuno within 24 hours
- All communication (emails, meetings, phone calls and messages) with parents is to be logged on Xuno under 'Notes' which will send a notification to Year Level Coordinators
- Current and past student information can be accessed on Xuno by clicking on 'Notes' and then the appropriate year. Information on students can also be accessed on Google Drive under Infoshare
- Details of extras may also be available on Xuno

#### ***Staff Meetings***

*The purpose of meetings is for information sharing, forum for discussion and for professional development. It is expected that all staff attend the scheduled meetings and actively engage in the meeting.*



- Agendas sent 24 hours prior to the meeting. Use of paper will be limited
- Minutes will be distributed or posted within 2 working days after the meeting
- Meeting schedules are posted in Term 4 of the previous year and confirmed in the term prior and sent to all staff. Apologies, if necessary, should be emailed to the convener prior to the meeting
- Meetings to begin and finish on scheduled time. Arrival to meetings should be punctual. Participants should remain until the meeting ends

## 2. Parents

The College will communicate with parents/carers in a number of ways including:

- A newsletter sent electronically to every family
- Through the Xuno portal
- Information on our website at [www.gec.vic.edu.au](http://www.gec.vic.edu.au)
- Student/Parent/Teacher Interviews, Progress reports and Assessment Task reports
- Parent representation on College Council and its committees.
- Communication from staff during business hours will occur via:
  - email
  - phone calls
  - letters
  - Xuno messaging

Parents needing to speak to their child should either contact the General Office. A parent must arrive at the General Office to sign out the student. A staff member will collect the student from class.

We are committed to responding promptly and helpfully to all enquiries. If a person has an issue they would like to raise they should:

- Seek an appointment with the relevant person
- Always enter the College via the General Office
- If the issue is not resolved to your satisfaction, seek advice from the Principal.
- If still unresolved, contact the Regional Office of DET

## 3. Students

- During class time, students will go to the General Office or Year Level Coordinator if they need to contact parents (only in emergencies)
- Electronic communication between staff and students will occur via gmail, Xuno messaging or Google classroom. Whole student emails or messages should be limited. Communication may also occur through the GEC student hub