

# Communication Policy



## Help for Non-English Speakers

If you need help to understand the information in this policy, please contact the General Office on 03 9571 7838.

## RATIONALE

This policy explains how Glen Eira College proposes to manage common enquiries from parents and carers as well as how communication is managed with stakeholders. 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 in line with the Department of Education's values. 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.

## SCOPE

This policy applies to school staff, and all parents and carers in our community.

## POLICY

Glen Eira College understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please contact the school absence line on 9571 4178 or enter on XUNO
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 95717838
- to discuss a student's academic progress, health or wellbeing, please contact your Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the Sub School
- to make a complaint, please contact the Principal or Assistant Principal. Please also refer to our **Complaints Policy**
- to report a potential hazard or incident on the school site, please contact the General Office
- for parent payments, please contact the business manager
- for all other enquiries, please contact our General Office on 95717838 or [Glen.Eira.co@education.vic.gov.au](mailto:Glen.Eira.co@education.vic.gov.au)

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs

outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 – 3 business days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

### **Interpreting Services**

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the General Office for more information.

### **Requests for information**

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit  
Department of Education  
2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## **GUIDELINES FOR STAFF**

### **General Protocols**

- The weekly newsletter is emailed on Monday morning. Briefings are 5 minutes in length and occur twice a week. Repetition of information is to be avoided
- Digital communication between staff will occur through edumail or through collaboration on google drive
- Electronic devices should not be used in meetings unless otherwise agreed to by the convener
- Use Bcc if you do not have permission to share email addresses
- Announcements or paging should only occur before period one, recess, lunch and end of day. 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 and should be taken on excursions and camps.

### **Emails**

- Staff should only email parents or colleagues within business hours, unless a mutually agreed arrangement has been made
- When emailing parents, it is best practice to inform co-ordinators by adding a brief XUNO note under parent communication
- 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 2 business days
- Whole school emails will be limited. Only relevant staff should be sent emails.
- If using distribution lists these should be kept up to date
- It is preferable 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' (parent communication) 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
- For known absences lesson details should be recorded on XUNO under lesson plans

### Staff Meetings

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 business days after the meeting
- Apologies, if necessary, should be emailed to the convener prior to the meeting. Those absent for the whole day do not need to send an apology
- Meetings to begin and finish on scheduled time. Arrival to meetings should be punctual. Participants should remain until the meeting ends

Staff meeting protocols are:

- We always speak and listen respectfully
- We are punctual to meetings that begin and finish on time, unless a vote calls for an extension of time
- We demonstrate the Glen Eira 5 promises of sharing resources, supporting one another, working collaboratively and learning from one another
- We use devices only for supporting participation in the meeting

*N.B. Meeting schedules are shared in Term 4 of the previous year and confirmed in the term prior and sent to all staff.*

## PARENT AND CARERS

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

- A newsletter sent electronically to every family three times per term
- 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 parent/carers
  - Face to face meeting

Parents/carers needing to speak to their child should contact the General Office. A parent/carer must give permission via phone, absence line, email and or arrive at the General Office. Students must sign in at the front office and sign out if leaving early.

## 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 school email, XUNO messaging or Google classroom. Whole student emails or messages should be limited.

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

#### **POLICY REVIEW AND APPROVAL**

Policy last reviewed	November 2024
Consultation	Staff
Approved by	Principal
Next scheduled review date	November 2026