

HPS COMMUNICATION

POLICY

Rationale:

At Hartwell we believe that effective communication contributes directly to the best learning outcomes for the students. For this reason the school places great emphasis on the establishment and maintenance of effective channels of communication with parents and the wider community. We recognise that effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where information is clear and accurate.

Aims:

- To develop effective forms of communication between school and home about school programs, policies, students' progress and school events.
- Complaints/communications of a serious nature need to be managed in-person with the relevant staff member and/or Principal Class member. Appointments need to be made at a mutually agreeable time. Emails should not be used for this purpose.
- To ensure all communication is timely, relevant, accurate, well targeted, well delivered, clear and concise, open, honest, frank, reciprocal and interactive.
- To ensure that communication both from school and home is provided in a friendly, professional manner, provides accurate and timely information which demonstrates that feedback is being heard.
- To provide a range of information to parents to enable them to support and guide their children's learning and educational choices throughout their schooling and beyond.
- To ensure that communication is in a language and manner appropriate to the cultural context of the parents.
- To ensure that staff have the required knowledge, confidence and skills to interact effectively with parents.
- To monitor the effectiveness of communication strategies and continually adjust our approach to ensure they remain effective.
- To ensure that the communication of information by teachers to parents and parents to teachers, is carried out correctly and in a professional manner that complies with school, departmental and legal requirements.

Implementation:

At Hartwell we recognise that parents need a range of information provided in a variety of ways. This includes general school communication and more specific information relating to their child's learning. At Hartwell we endeavour to meet these needs through a variety of strategies:

- Publications
- Meetings (face to face/ phone call)
- Informal Opportunities

We also recognise that our parents require communication in a variety of formats; paper, digital and oral. We aim to support all these forms of communication. All electronic communication can be sent via the school email and will be forwarded in a timely manner to the relevant staff member. Principal Class members will support staff/members of the community with communications which do not meet expectations as outlined in the Policy above.

Evaluation:

Changes will be made to the forms of communication as deemed necessary by staff and parents. This policy will be reviewed as part of the school's three-year review cycle or earlier as required.

This policy was last ratified by School Council in....

June 2011