

# COMMUNICATIONS POLICY

## Bungunya State School



### Communications Policy

Schools are also workplaces and therefore access to teaching staff for pre-arranged appointments is generally 8:00am-8:45 and 3:15-4:00pm. Contact can be made via the Administration, then teaching staff will contact the parent to organise a suitable meeting time, so lesson preparation and teaching are not disrupted.

Note: It is not an expectation that staff will be answering by phone or email, outside of school hours, weekends or vacation periods.

All sensitive communications need to be actioned via Administration with the class teacher or Principal.

### General Conditions of Communication between classroom teachers and parents

Emergency contact information or important information relevant to the classroom teacher MUST be directed via the school's office administration staff for entry onto OneSchool, the departmental recording system.

Classroom teachers will share key information on upcoming events, student successes and classroom relevant news when appropriate and through chosen mediums, at their discretion.

### Phone Contact

*Frequency:* Teacher's Discretion

*Users:* Teacher to Parent/Carer

Emergency and/or urgent messages are to be directed to the school office and where necessary, for the attention of the Principal.

Outside phone calls will usually not be forwarded to classroom teachers as this disrupts student learning.

Internal school processes are in place to manage such calls.

- Parents/carers will not be provided with any personal phone or contact details for staff.

### Email

*Frequency:* Teachers' Discretion.

Response period up to 48 hours, emails generally not responded to during instruction times (9:00am – 3:00pm)

*Users:* Teacher to Parent/Carer & Parent/Carer to Teacher

*Conditions of Use:*

- Only use Education QLD email address of classroom teacher;
- Classroom teachers will reply to emails within 48 hours of email being sent. Up to 72 hours after 3:00pm on a Friday, or on the weekend. Emails sent during vacation periods generally will not be answered until the return of school the following term.

### Direct Contact /Face-to-Face

*Frequency:* Teacher Discretion

*Users:* Teacher to Parent/Carer & Parent/Carer to Teacher

- Direct contact meetings will be negotiated between the parent or carer and the classroom teacher. For job shared classrooms, the duty classroom teacher only present on the day, will attend the scheduled meeting;
- Direct contact meetings will not usually occur at any time between 8:45am and 3:00pm
- No parent access to the classroom learning environment between 9:00am and 3:00pm (teacher instruction times) unless invited for class support and have undertaken school "Induction Training". Parents/carers and visitors supporting classrooms must sign in at the office, at all times. (Visitors must produce a blue card.)