Communication Policy and Guidelines

July 2022

Summary

This policy applies to Community Language Schools SA and all member schools.

Table 1: Document Details

Policy Number	**ES11**
Related Policies	All Community Language Schools Policies and Procedures
Version	2.1
Created By	CLSSA Policy Officer
Reviewed By	CLSSA Executive Officer
Applies to	All Community Language Schools
Key Words	School personnel communication; internal communication; external communication; policy communication.
Status	Approved
Approved By	CLSSA Board *(Administrative updates approved by Executive Officer)*
Approval Date	July 2022
Review Date	December 2023
Notes	Administrative updates only

Table 2: Revision Record

Date	Version	Revision Description
February 2017	1.0	New policy developed
30th June 2019	2.0	• Updated policy names and numbers • Amend policy to make it generic by replacing individual school details with "Ethnic and Community Language Schools" • Changes in 'Created By' and 'Reviewed By' in Table 1; Changed Contents to Table of Contents; Reformatting of table and titles; Added new key words; Change Other Relevant Documents to References and Other Documentation; Formatting of policy
18th January 2021	2.1	• Policy name change from 'Communication Policy' to 'Communication Policy and Guidelines' • Changed to 'All Ethnic Schools Policies and Procedures' in Related Policies in Table 1 • Updated information in Tables 3, 4,5, 6 and 7

December 2021	2.1	• Administrative updates only
		• Updated policies names in Table 7
July 2022	2.1	• Administrative updates only
		• Updated 'References and Other Documentations'

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Communication Policy and Guidelines

Introduction

Community Language Schools believes clear, respectful, accurate and timely communication between school personnel, students, parents and the school community is very important. This communication policy outlines mechanisms that the school will use for internal and external communication. This policy also outlines the purpose and frequency of communication channels use by the school. This policy should be read in conjunction with all Community Language School policies.

Policy

All communication will be respectful of confidentiality and privacy. Community Language Schools will monitor and improve as necessary its communication processes. The following sections of the policy outlines expectations for sharing information both internally and externally and how the school will communicate all of its policies to school personnel, students, and parents.

Sharing Information

The sharing of information is important in the day-to-day functioning and operation of a Community Language School. Information sharing can improve the teaching and learning at a Community Language School. Information sharing can also breach the Privacy Act. It is important that school personnel are aware when it is ok to share information, what information can be shared and when consent is required before sharing information.

ES20: Data and Information Policy outlines protocols around the collection of personal information. In the event of an Emergency or Critical Incidence, school personnel are cautioned about sharing information to avoid speculation and rumour. **ES08:** Emergency and Critical Incidence Policy and Procedures outlines the debriefing process in the event of an Emergency or Critical Incidence and the acceptable procedures for sharing information.

Internal School personnel Communication

Community Language Schools use a variety of communication channels to ensure accurate and up-to-date information is shared. The following sections outline how schools will communicate with school personnel, parents, students and the wider community. This policy has endeavoured to identify all types of communication

School personnel at a Community Language School have a responsibility to maintain a duty of care to students entrusted into their care during school hours. School personnel are expected to

be familiar with all school policies and procedures. The school also expects that all teacher and/or volunteers are well prepared for lessons. To ensure that school personnel are well informed, a guideline on the mechanisms to communicate with school personnel have been identified, outlining the purpose, action and frequency of the communication. It is important to note, that not all schools may use all of the following mechanisms.

Table 3: Mechanisms to communicate with school personnel

Mechanism	Purpose	Action	Frequency
School Improvement Process	To review current school practice and procedures and set goals for strategic planning	Review all policies and procedures Obtain feedback from teachers, students and parents about current school practices and procedures	Every 3 years
Policy Handbook	Ensure the duty of care and well-being of all members of the school	School personnel to access in their own time	Start of the school year or as policies as reviewed and updated
Email	To communicate key events, policies, ideas and achievements in the school To share information and documents	Open to all school personnel School personnel required to check and respond to emails at least once a week	Ongoing
Website (if applicable)	To communicate key events, policies, ideas and achievements in the school. To provide information about the school, events, and programs	Open to all school personnel School personnel will be informed about any updates to the schools' website	Ongoing
School personnel Meeting	To provide information, raise issues, plan and discuss school management, activities and programs	Whole school personnel meetings held at least monthly.	At least once a month
School Notice Board (if applicable)	To provide weekly information regarding school events	Open to all school personnel for input. School personnel responsibility to check and follow up.	Weekly
Social Media	To provide updates to parents, students and the school community	School Principal or delegate to upload or post updates	As required

- Communication with colleagues should be conducted in a professional and courteous manner
- Confidentiality and privacy are to be respected and maintained at all times
- All forms of communication with colleagues should reflect an understanding, empathy and respect for individual circumstances, differences and needs
- If you are concerned or uncomfortable about matters that have been communicated to you refer it to your line manager or Principal.
- It is your responsibility to report any breaches of this policy to your line managers or Principal

Community communication

Community Language Schools uses a variety of channels to communicate with the wider community. Currently, schools may use the following mechanisms to inform the community of policies and procedures, events, and progress of students.

Table 4: Mechanisms to communicate with wider community

Mechanism	Purpose	Action	Frequency
Website (if applicable)	To communicate key events, policies, ideas and achievements in the school. To provide information about the school, events, and programs	Open to all school personnel. School personnel will be informed about any updates to the schools' website	Ongoing
Social Media	To brief the community of upcoming events and to inform the community of school achievements and success. To allow a communication channel for members of the community to communicate with one another	Closed group where individual community members seek permission to join. Principal and/or School Administrator will monitor all social media to ensure questions are answers, concerns address and any inappropriate comments removed, reported and if necessary resolved.	Ongoing
Community Newsletter	To inform the wider community of events, progress reports and achievements	Published by the school authority	Ongoing

Student communication

When communicating with students, Community Language Schools will use similar mechanisms as when communicating with teachers and community. The language use may not be as sophisticated, but the message will have all the key facts and information.

Table 5: Mechanisms to communicate with students

Mechanism	Purpose	Action	Frequency
Student Handbook/ Code of Conduct Document	Ensure students are aware of their expectations when using school equipment, participating in learning activities and to communicate school expectations	Students to read, sign and adhere to: • student code of conduct • Acceptable use of ICT	At the start of the year – given to students upon enrolment
Email	To communicate key events, policies, ideas and achievements in the school To share information and documents	Open to all school personnel School personnel required to check and respond to emails at least once a week	Ongoing
Website (if applicable)	To communicate key events, policies, ideas and achievements in the school. To provide information about the school, events, and programs	Open to all school personnel School personnel will be informed about any updates to the schools' website	Ongoing
School Notice Board (if applicable)	To provide weekly information regarding school events	Open to all school personnel for input. School personnel responsibility to check and follow up.	Weekly
Social Media	To provide updates to parents, students and the school community	School Principal or delegate to upload or post updates	As required

Parent Communication

Communication between the school and parents will occur on a regular basis.

- Ensure communication is courteous, open and respectful
- Listen actively to any concerns, seeking clarification when necessary to better understand the situation
- Defer any meetings to a later time if a resolution cannot be achieved

- Any written communication to parents must be checked by the Principal to ensure accuracy and clarity of information.

Table 6: Mechanisms to communicate with parents

Mechanism	Purpose	Action	Frequency
Enrolment	To ensure accurate record keeping	Enrolment is via an online system – *membes*. School to provide parents instruction on enrolling and assist parents if and/when required	Once a year at the start of the school year or when enrolment is open
Student Handbook/Code of Conduct	Ensure students are aware of the student code of conduct, acceptable use of ICT and other school expectations	Students to read, sign and adhere to: student code of conduct Acceptable use of ICT	At the start of the year – given to students upon enrolment
School Correspondence	To provide parents/carers with details of school programs and activities	Sent home with students as required Inform parents of a case of an infectious disease/ notifiable illness/ upcoming excursions or incursions	As required
Permission Notes	To seek permission from parents for their child/children to participate in school activities	Excursion notes Incursion notes Given to parents two weeks prior to the event	As required
Email	To communicate key events, policies, ideas and achievements in the school To share information and documents	Open to all school personnel School personnel required to check and respond to emails at least once a week	Ongoing
Website (if applicable)	To communicate key events, policies, ideas and achievements in the school. To provide information about the school, events, and programs	Open to all school personnel School personnel will be informed about any updates to the schools' website	Ongoing
Student Reports	To communicate progress of a students' learning	Teachers to write report and Principal to check before sending home to parents	Principle to determine frequency
Social Media	To provide updates to parents, students and the school community	School Principle or delegate to upload or post updates	As required

Communication of Community Language School Policies

Community Language Schools have several policies to ensure that the duty of care of students, school personnel and volunteers are upheld and to meet the requirements of a Child Safe Environment. Community Language Schools will have a hardcopy of all polices that school personnel and parents can peruse. School personnel will be provided with an electronic version of the school's policies. The table outlines how Community Language Schools will communicate the policies to school personnel, students and parents.

Table 7: The methods used by Community Language Schools to communicate policies to school personnel, students and parents

Document	How will Community Language Schools communicate policies to:		
	School personnel	Students	Parents
Child Safe Environments Policy and Procedures	Policy handbook provided online on CLSSA website All school personnel must have a valid and current WWCC and	Policy handbook provided online on CLSSA website	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse

	attended a Safe Environment training	Information session for students on child safe environments	
Risk Management Policy	Policy handbook provided online on CLSSA website School personnel required to sign a register to state that they have read and understood the requirements of the policy	Students informed of identifiable high risks.	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse Suggestion: Open Day/Night
Teaching Staff Recruitment Policy and Procedures	Policy handbook provided online on CLSSA website		
Grievances and Complaints Policy and Procedures	Policy handbook provided online on CLSSA website School personnel are informed that it is unacceptable to air concerns or grievances on social medial and that if they have a concern to talk to the Principal or Community Language Schools SA	Students are informed that it is unacceptable to air concerns or grievances on social media and that if they have a concern to talk to a school personnel	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse Information related to the policy provided in a welcome letter
School Personnel Code of Conduct Policy	Discussed with school personnel at the interview. School personnel and volunteers to sign at the start of the school year. Policy handbook provided online on CLSSA website	Students are informed that teachers are expected to behave in a certain way and that the school has proceduresto deal with breaches as part of an information session on child safe environments.	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse
Student Code of Conduct Policy	Policy handbook provided online on CLSSA website	Discussed with students upon enrolment and again during the first lesson of the year	Provided to parents during enrolment
Enrolment Policy and Procedures	Policy handbook provided online on CLSSA website		Parents will complete an online enrolment form on an annual basis.
Emergency and Critical Incident Policy and Procedures	Policy handbook provided online on CLSSA website	Students informed of evacuation procedures during the first lesson. Evacuation procedures are prominently located in all rooms and areas. Evacuation drills will occur annually	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse
Supervision of Students Policy	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	Students will be made aware of break times, the permitted areas they can be during a break and the requirements of before and after school	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse Information related to the policy provided in a welcome letter
Personal Information and Photograph Release Policy	Policy handbook provided online on CLSSA website	Permission sought from students and parents regarding the use of personal information and photographs (in the online enrolment form)	Provided to parents in the enrolment pack When the school wishes to use a photograph, the School Administrator or Principal will contact home to gain consent
Communications Policy and Guidelines	Policy handbook provided online on CLSSA website	All relevant policies communicated as outlined in this table.	Available at the school office for parents to peruse
Principal Job Description	Policy handbook provided online on CLSSA website		Available at the school office for parents to peruse
Management Committee Guidelines	Policy handbook provided online on CLSSA website		Available at the school office for parents to peruse

Working with Children Check Policy and Procedures	Policy handbook provided online on CLSSA website Discussed with school personnel at the interview. All school personnel must have a valid and current WWCC		Parental volunteers will be provided a copy of the policy. Available at the school office for parents to peruse All parent volunteer must have a valid and current WWCC
Sexual Misconduct Policy and Guidelines	Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year.	Available at the school office for parents to peruse
Adult Student attending Community Language Schools Policy	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	All students 18 years old and above must have a valid and current WWCC	
Data and Information Management Policy	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website		Available at the school office for parents to peruse
Copyright Policy and Guidelines	Policy handbook provided online on CLSSA website	Students will be given information about expectations, rules and behaviour regarding using materials for educational purposes	Available at the school office for parents to peruse
School Safety and Security Policy and Procedures	Policy handbook provided online on CLSSA website		Available at the school office for parents to peruse
Work Health and Safety Policy	Policy handbook provided online on CLSSA website	Students will be given information about expectations, rules and behaviour regarding learning environments.	Available at the school office for parents to peruse
Visitor and Parental Volunteer Policy	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	Students 14 years and above who are not enrolled but volunteer in the school must have a valid and current WWCC	Parental Volunteers will be provided a copy of the policy when they start at the school Available at the school office for parents to peruse
Managing Trespass and Misbehaviour Policy and Procedures	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website		Available at the school office for parents to peruse
Student Attendance Policy	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	Discussed with students during the first lesson	Parents will be made aware of the policy upon enrolment Available at the school office for parents to peruse
Behaviour Support Policy and Procedures	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year.	Policy handbook provided online on CLSSA website and available at the school office for parents to peruse. Information related to the policy provided in a welcome letter
Excursions and Incursions Policy and Procedures	Discussed with school personnel at the interview. Policy handbook provided online on CLSSA website	Students will be given information about expectations, behaviour regarding learning experiences involving excursions and incursions.	Available at the school office for parents to peruse
Anti-Bullying Policy	Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year.	Emailed to parents at the start of the year. Information related to the policy provided in a welcome letter
Medication, Accident and First	Policy handbook provided online on CLSSA website	Students will be informed during the first lesson of what to do if they have an	Provided to parents in as part of enrolment procedure

Aid Policy and Procedures	When medical notification forms come to the school, school personnel will be made aware of the students that may require medical attention	accident or if they see an accident. Procedures will be regularly communicated through the school newsletter.	Parents to return signed forms of any ongoing medication that their child/ren require during school hours.
Cyber-Safety Policy and Guidelines	Policy handbook provided online on CLSSA website	Students required to sign and return the Acceptable Use of ICTs Discussed with students upon enrolments and again during the first lesson. Students are reminded of the importance of being cyber safe when using ICTs.	Parents are required to sign and return the Acceptable Use of ICTs. Acceptable Use forms to be included in the enrolment package.
Special Needs Policy	Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year (when and where applicable)	Available at the school office for parents to peruse
Gender Identity Policy and Guidelines	Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year (when and where applicable).	Available at the school office for parents to peruse
Student Personal Care Policy and Procedures	Policy handbook provided online on CLSSA website	Discussed with students upon enrolments and again throughout the year (when and where applicable).	Available at the school office for parents to peruse
Hot Weather Policy	Policy handbook provided online on CLSSA website	Students informed when the weather is too hot to play outside and the alternative arrangements made by the individual school.	Available at the school office for parents to peruse
SunSmart Policy	Policy handbook provided online on CLSSA website At the start of school, teachers will be reminded of the importance of being SunSmart	Teachers to highlight and model the importance of being SunSmart. Prior to break time during the months of September to April, teachers are required to remind students of how to be SunSafe.	Available at the school office for parents to peruse
Immunisation and Infection Control Policy and Guidelines (incl. Covid-19)	Policy handbook provided online on CLSSA website	Students will be given information in the event that a notifiable disease is detected during school hours	School to contact home in the event a notifiable disease is detected during school hours. Parents will be made aware of the policy upon enrolment. As for Covid-19, schools will be updated based on the updates from SA Health and DfE.
Animals in Schools Policy and Guidelines	Policy handbook provided online on CLSSA website	Students will be given information about expectations, behaviour regarding learning experiences involving animals.	Available at the school office for parents to peruse
Screening DVDs and Movies Policy	Policy handbook provided online on CLSSA website	Students will be informed of the DVD classification and age of viewing the DVD	Permission note sent home prior to the viewing of DVDs/Movies informing parents of the movie and to obtain permission for their child/ren to watch the movie

References and Other Documentation

- Community Language Schools SA website - clssa.sa.edu.au