



## POLICY ON COMMUNICATION

### 1. Reflection Material

- 1.1. All Hallows' School Mission Statement
- 1.2. All Hallows' School Strategic Plan

### 2. Rationale

All Hallows' School strives to be a welcoming, inclusive community in the spirit of Mercy hospitality and in accordance with the mission and values of the School. The School seeks to work in partnership with parents and caregivers in the education of their daughters and recognises that successful two-way communication is integral to this partnership.

The objective of communication is always to enhance learning opportunities and wellbeing of our students while strengthening the positive partnerships within our community with external bodies.

### 3. Policy

All Hallows' School is committed to using communication processes that build a positive and respectful work and learning environment for students, staff, parents and caregivers in order to educate, inform and inspire. Communication should aim to be timely and transparent and utilise channels that are accessible for the intended audience.

- 3.1 The School will provide information to parents and caregivers on a regular and timely basis primarily through digital channels. This includes the School app, website, newsletter, email communication and social media accounts. Additionally, other communication streams are through print, parent information sessions, parent groups (P&F, Mothers' Network, Parent Support Groups), Past Pupils' Association meetings, telephone, SMS and face-to-face and online meetings.
- 3.2 It is the responsibility of parents and caregivers, staff and students to ensure they access the School's communication channels in a timely manner.
- 3.3 Parents and caregivers will provide, in a timely manner, any information requested by the School as necessary for the educational or business operations of the School.
- 3.4 Parents and caregivers will make available, in a timely manner, any significant information that will assist the School in providing high quality education for and ensuring the care and safety of students.
- 3.5 Parents and caregivers will ensure that the information they have provided to the School remains current.

- 3.6 All communication between the School and parents and caregivers will be respectful, professional and underpinned by adherence to appropriate privacy and confidentiality principles.
- 3.7 The need for disclosure of information may include notification of designated and concerned parties where appropriate, necessary or in order to be legislatively compliant. The level of communication will be directed by the Principal or the Principal's delegate.
- 3.8 The unauthorised recording (audio and/or visual) of staff, students or parents and caregivers is not permitted.
- 3.9 Communication on behalf of the School with external bodies, including the media, must be approved by the Principal or the Principal's delegate.
- 3.10 School brochures, publications, official letters and digital communication with the wider school community must conform to the All Hallows' School style guide.

**4. Related Policies, Guidelines or Procedures:**

- 4.1 Policy on Social Media
- 4.2 Staff Code of Conduct
- 4.3 School Community Code of Conduct
- 4.4 Staff Communication Guidelines
- 4.5 Critical Incident Response Procedures
- 4.6 Email Guidelines for Staff, Parents and Caregivers and Students
- 4.7 Policy on Complaints Against Employees
- 4.8 Process for Resolving Complaints Against Employees
- 4.9 Complaints Resolution (other than complaints against employees)

Date Approved	2002
Date Reviewed	2007
Date Reviewed	2012
Date Reviewed	2017
Date Reviewed	2020
Next Review	2023