



Boarding Program

Boarding Parent-Carer Communication

<p>Source of Obligation</p>	<p>Parent/carer communication in boarding is an essential part of ensuring successful parent/carer and family engagement with the boarder and our Boarding House.</p> <p>The Australian Boarding Standard requires that the Boarding House has policies and procedures in relation to:</p> <ul style="list-style-type: none"> • providing for boarders' timely access to communication with their parents/carers (3.4(k)(v)); • communications with parents/carers during settling in and other vulnerable periods (5.2(a)); • providing clear and convenient avenues for parent/carer contact and communication and timely and effective responses (5.2(a)); • facilitating regular communication between all parties including academic teaching staff and residential Boarding Staff (5.2(a)); and • providing proactive and appropriate communication about individual boarder's care and support needs, progress and achievement, personal strengths and contributions (5.2(a)).
<p>Our Policy</p>	<p>Parents/carers are primarily responsible for their children, including their children's development and wellbeing. In partnership with St Philip's College, parents/carers and families contribute to the</p>

	<p>quality and accountability of our boarding service delivery, including ensuring boarder support and wellbeing.</p> <p>It is our policy that we promote and enable positive, clear and effective communication between the College and parents/carers. The provision of a mutually supportive environment is central to ensuring that our boarders meet their full potential.</p> <p>This Policy outlines the main ways in which St Philip's College seeks to facilitate communication between academic staff, Boarding Staff and parents/carers.</p>
Boarders' Communication with Parents/Carers	<p>We support boarders' regular communication with parents/carers to ensure the maintenance of familial bonds while boarders are away from home.</p> <p>However, to ensure boarder development and independence, we recommend that parents/carers commit to a maximum of one communication each day.</p> <p>The College facilitates boarders' timely access to communication with parents/carers through the following communication procedures:</p> <p>Telephone calls</p> <p>Boarders are able to make reasonable use of the landline if they wish to contact home. The best time for contacting boarders is 4:30PM, until 8:30PM. If the telephone is the preferred method of communication, we suggest parents/carers arrange a regular time, outside Prep/Study times, to call their child. The landline is also an effective means of contacting Boarding Staff to pass on messages to boarders.</p> <p>Mobile phones</p> <p>Most boarders at St Philip's College have a mobile phone and we appreciate they are an excellent means of parental/carer contact</p>

with boarders. We also recognise that they are to be used with discretion and will be collected by staff for safekeeping 30 minutes before bedtime.

If mobile phone is your preferred method of communication, we suggest parents/carers arrange a regular time, outside Prep/Study times, to call or text message their child.

If a parent/carer wishes for their child to have a mobile phone in the Boarding House, they will need to complete and return the mobile phone form.

Email

All boarders are provided with a personal College email address. Email is the most non-disruptive means of maintaining communication with boarders.

Social media

We recognise the value of social media as a means of communicating with parents/carers and families. We require that all boarders acknowledge the privacy of other members of the community and that any post should be appropriate and respectful.

Mail

The Director of Boarding collects the mail sent to boarders daily. Boarders collect it from the PO Box 33, Alice Springs, 0871. The address to which mail should be sent is:

PO Box 33, Alice Springs, 0871

Boarding House Communications with Parents/Carers and Staff

The Director of Boarding or their delegate is the first point of call for parents/carers for all issues involving boarder wellbeing, academic progress, participation in sports/performing arts groups and general progress in the College relevant to the boarders in their House.

	<p>The Director of Boarding or their delegate can be contacted via email, landline and mobile phone and regular contact with parents/carers is welcomed and encouraged. Contact details can be found in the Boarding Handbook or via the College website.</p> <p>The Director of Boarding or their delegate will endeavour to communicate with all parents/carers regularly in a variety of ways including:</p> <ul style="list-style-type: none"> • Phone calls • Text messages • Emails
<p>Parent Initiated Communications with Boarding Service</p>	<p>Frequent communication between Boarding Staff and parents/carers is welcome and essential. Parents/carers are encouraged to call or email their child’s Director of Boarding or their delegate if they have a query about how their child is faring in the Boarding House.</p> <p>The Director of Boarding or their delegate can direct parents/carers to the relevant person who will address boarding or College matters. Boarding Staff will endeavour to respond to parent/carer communications within 48 hours, depending on the urgency of the issues.</p> <p>Relevant contact details can be found in the Boarding Handbook or via the College website.</p>
<p>Courteous and Respectful Communication</p>	<p>St Philip's College’s Boarding Staff will endeavour to be courteous and respectful with boarders, parents/carers and our wider community. We also expect boarders, parents/ carers and others to be courteous and respectful with our Boarding Staff, especially to set an example for their children.</p> <p>Parents/carers are expected to abide by the College’s Parent Code of Conduct and be respectful and courteous with Boarding Staff at</p>

	all times. All communications with Boarding Staff should be approached in a calm and non-aggressive manner.
Complaints Policy	If a parent is dissatisfied with the conduct or outcome of their communications with a Director of Boarding or their delegate, member of the Boarding Staff or other member of College staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints Handling Program.
Implementation	The Director of Boarding and authorised delegates are responsible for the effective implementation of this Policy.