

<b>Policy Document Name</b>	<b>Communications Guidelines</b>
<b>Date Ratified by Board of Management</b>	November 2023
<b>Date for Review</b>	June 2026

## 1. Preamble

Oakleigh Grammar is committed to open, transparent and effective communication. Successful communication is an integral part of building Oakleigh Grammar’s reputation and image, both within our internal community and with the public.

In all situations, communication from Oakleigh Grammar should be:

- Professional
- Relevant and accurate
- Personalised
- Rapid

The School has a variety of means at its disposal to establish effective communication. Electronic communications will be the primary means of communicating with the school community. This includes the website and official social media channels, newsletters and email communication. In addition, there will be regular face to face communication through information evenings, parent teacher opportunities and many informal events in which the community is encouraged to gather.

Parents are encouraged to contact the School in a timely fashion about any concerns they have regarding the operation of the School and in particular in relation to concerns about the welfare of their children.

Communication procedures will vary in different situations; however, every communication we make is to a customer. Our aim is to create satisfied customers by providing quality, personalised service, which exceeds their expectations. Our stakeholders include:

- Parents and guardians
- Students
- Prospective Parents
- Past Students and Families
- Board Members
- Friends of our School
- Other Staff Members
- Church
- Feeder Schools
- Suppliers

The School encourages feedback from the School Community and this feedback will be regularly tabled at Executive meetings and where appropriate at Board of Management meetings.

The School will seek to ensure that there are adequate mechanisms to deal with concerns in an open and transparent manner.

The School will seek to ensure that all concerns are addressed in a timely manner and expedite resolution in the best interests of all concerned.

## **2. Communication Objectives**

Oakleigh Grammar seeks to:

- Provide parents and the wider community with information about events, results and other happenings at the school.
- Provide a two-way channel of communication between the School and parents for open discussion.
- Provide parents with an avenue for communicating their concerns to teachers and an opportunity to take their concerns further if necessary.
- Ensure communication processes are enacted to their fullest extent such as, an interview with the Principal, where a student may be considering leaving the School.
- Enact a two-way channel of communication between staff for communicating concerns and opportunities.
- Provide an open channel of communication between staff and students for honest discussion and advice.

## **3. Teaching Staff**

Our aim is to make it as easy as possible for students and families, current and prospective, to contact us and receive the information they need. For teaching staff, this can be done by:

- Responding quickly to written or phoned requests for information or appointments – acknowledging calls within one day and supplying written information in 2-3 working days.
- Responding quickly to concerns raised by families, contacting them within 48 hours.
- Keeping families who have lodged a concern informed about the progress of their query, and ensuring they know who is taking responsibility for remedying the situation.
- Passing all relevant information immediately to the Principal, relevant Deputy Principal or School Coordinator/Phase Leader if the concern cannot be dealt with at a lower level.
- Communicating expectations to students and providing feedback where appropriate.

## **4. Parent Concerns – Communication**

When a concern is raised, immediate action must be taken to remedy the situation or pass the information to the relevant staff member(s). Under normal circumstances the key personnel in alignment with the structure of our School should be consulted for a particular concern.

### **a. Student Academic or Welfare**

Issues pertaining to the welfare of students and academic matters should firstly be directed to the appropriate teacher or homeroom teacher. If the issue is pertaining to the teacher or homeroom teacher, or unable to be resolved, then the concern should be directed to the relevant Coordinator or Phase

Leader. The Executive management of the School includes Deputy Principals who may address higher level academic and curriculum concerns and student or staff welfare concerns.

The Principal will only address concerns of a serious nature that have not been able to be resolved by key personnel within the organisation. If there is a concern about the Principal the issue should be directed to the Chair of the Board of Management.

To ensure communication processes between School and families operate professionally and quickly, the following action should be taken:

All concerns are to be documented.

### **Teachers**

- When a parent raises a concern with a teacher, the teacher should attempt to resolve the concern immediately. Such conversations should be reported to the appropriate Year Level Leader/School Coordinator/Phase Leader, Academic Leader/Curriculum Coordinator depending on the nature of the concern. so they are aware of prior events should the matter be taken further at a later date.
- If the matter cannot be resolved in the first instance, it should immediately be passed to the relevant Phase Leader (Prep-Year 5) or Year Level Leader/Coordinator (Years 6 – 12) for wellbeing concerns or to the Academic Leader or Curriculum Coordinator for academic concerns.

### **Deputy Principal – Principal**

Coordinators/Phase Leaders should report any serious concerns to the relevant Deputy Principal and Principal.

If the matter requires a consultation between the family and the relevant Coordinator, the parent should also be offered a meeting with the relevant Deputy Principal and/or the Principal.

The Principal will be available to consult with families where a serious concern is raised that may lead to a student leaving the School.

### **b. Non-Student Related Matters**

The Finance Manager is responsible for the operational matters of the School with respect to security, general maintenance, workplace safety issues and external hiring. They may also be contacted for school fee related issues.

## **5. Administration**

For administration staff (Registrar, PAs, Marketing, Accounts) rapid and accurate information dissemination is essential. This can be done by:

- Promptly answering telephone calls using standard professional responses, within three to five rings and returning telephone messages within 24 hours.
- Responding quickly to verbal or written requests for information or appointments, sending information within 2-3 days.
- Providing a phone enrolment enquiry service between 8.30am and 4:30pm on weekdays.
- Providing an online enrolment enquiry service, and responding to these enquiries within two

working days.

- Directing all prospective families to the web for instant information and sending prospective families information within three working days.
- Keeping families informed about the progress of their enquiry, where an instant response cannot be obtained.
- Using a checklist to record information when speaking to prospective parents.
- Offering a tour to all families seeking enrolment.

## **6. Communication Tools**

- The Grammar News
- School Magazine
- Reports
- Parent/Teacher Interviews
- Letters from the School
- Access to staff emails via the website
- Social Media
- Xuno or TEAMS messaging
- School Diary
- Email
- Telephone
- Noticeboards

These tools should be reviewed from time to time, and suggestions for improvements made.

## **7. Evaluation / Continuous Improvement**

Feedback should be gathered from parents and staff from time to time, on our service delivery and communication effectiveness, and suggestions for improvement reviewed.