



**Communication
Policy and Procedures
Framework**

RATIONALE

Quairading District High School (QDHS) recognises that clear communication underpins strong community - school partnerships. The school aims to develop clear, effective, two-way communication that fosters a strong community network and supports student learning. This policy provides information to stakeholders in order to:

- Outline the ways in which information will be communicated by the school to the community; and
- Suggest the most suitable avenues for parents/carers to communicate with the school.

PATHWAYS OF COMMUNICATION

Staff to Staff communication:

- Term Planners;
- Weekly Reminders;
- Meetings - Staff, Collaborative Curriculum, Specialist Committees;
- Email - specific staff and staff groups;
- Communication to and from the front office.

Teachers to Parents/Carers and Families:

- Newsletter;
- Emails;
- Telephone - 9645 1208 (Please do not use personal mobile phone numbers; use the school number);
- Face to Face Interviews;
- Parents/Carers Information Sessions;
- Notes and permission slips as required;
- Quairading District High School website;
- Student reports;

- Notice Boards;
- Schools Online;
- Assemblies;
- Term Calendars; and
- Class letters/notes (class programs, upcoming events).

Parents/Carers to school:

- Emails - we will endeavour to reply within 48 hours;
- Telephone;
- Informal and formal schedules face to face meetings; and
- If you have any queries or concerns, Classroom or Specialist Teachers are the first port of call.

Absenteeism notification via:

- Message U (Application Software);
- Email - teacher or office;
- Written notes;
- Verbal - Face to Face; and
- Phone call to front office.

School to Local Community:

- School Website;
- Emails/Letters;
- Banksia Bulletin;
- Social Media; and
- Formal and informal meetings

CHANNELS OF COMMUNICATION

Channel	Details	Audience	Prime Accountability
Newsletter	Available fortnightly on school website, email, hardcopy, co-op	All Parents/Carers, staff, wider community	Leadership Team
Website	Provides current information such as Annual Reports, School Plans, School Handbook, current school and department policies.	Internal and External Stakeholders	Leadership Team
Social Media	Information about day-to-day activities, class and school events both curricular and extra-curricular. Event information and invitations.	Parents/Carers, Staff, wider community.	Administration, Leadership Team, Staff
Schools Online	Access via the web	Prospective and current Parents/ Carers and Staff	Leadership Team
Class Letters/Notes	Class events, introductory letters, individualised letters (behavioural or letters of commendation)	Year K-10 Students and Parents/Carers	Teachers
Emails	Newsletter, Teacher -Parent/Carer contact. Department email addresses at the discretion of the teacher. PDF version of permission slips for school events	Parents/Carers and Staff	Leadership Team, Staff
Text Messages	Absenteeism notification via Message U (Application Software), reminders about school events	Parents/Carers, Staff	Leadership Team, Administration
Assembly	Friday 2-3 (approx. 4 per term) Showcases student work and performances. Acknowledge student achievement	Students, Staff, Parents/ Carers, wider community	Class teacher in collaboration with Leadership Team and Student Council
Notice Board	Reflects information in the newsletter. Community events	Students	Leadership Team
Hard Copy Notes	Permission Slips, specific administrative letters	Parents/Carers	Leadership Team, Administration, Staff

Channel	Details	Audience	Prime Accountability
Face to Face	<p>Parent information session (Term 1 week 3) Parent/Teacher interviews (end of Term 1 and Term 3) 3 way conferences.</p> <p>Formal and informal interviews as required</p>	Parents/Carers, external providers	Teachers, Leadership Team
Banksia Bulletin	Showcase student work, celebrate school and student achievements. Update community on recent or upcoming events	Parents/Carers, wider community	Leadership Team, Staff
P&C	P&C Meetings (Wednesday Week 3 of each Term at 2pm in the Library)	Parents/Carers, wider community	P&C President, Leadership Team
School Council	<p>School Council Meeting (Once per term)</p> <p>Open meeting for the school community once per year</p>	<p>Elected members from school and community</p> <p>Parents and community</p>	School Council Chairperson and Principal
External Interpreters (if required)	Contacted when required through agency	Parents/Carers requiring an interpreter	Leadership Team

ADDENDUMS

Please see attachments:

1. Talking with my school; and
2. Complaints Handling Policy.

