



## MONTO STATE HIGH SCHOOL COMMUNICATION POLICY

### Purpose

At Monto State High School, we are committed to fostering a positive, respectful, and inclusive school community where students, staff, parents, and carers work collaboratively to support student learning and wellbeing. This Parent Communication Policy outlines the expectations and guidelines for effective communication between the school and parents/carers, ensuring a supportive environment for all.

### Scope

- This policy applies to all communication between parents/carers and school staff, including face-to-face interactions, phone calls, emails, written correspondence, and communication through digital platforms, such as social media. Our communication protocols are in effect during school days only and do not apply on weekends, public holidays, school holidays, or student-free days

### Guiding Principles

The following principles underpin our communication policy:

- **Respect and Courtesy:** All communication must be respectful, courteous, and free from discrimination, harassment, or inappropriate language.
- **Clarity and Accessibility:** Communication should be clear, concise, and accessible to all members of the school community.
- **Timeliness:** Communication should be timely to ensure that issues are addressed promptly and effectively.
- **Collaboration:** Communication should foster positive relationships and partnerships between parents/carers, staff, and the wider school community.
- **Confidentiality:** All parties must respect the confidentiality of sensitive information and adhere to privacy laws.

### Communication Methods

Monto State High School uses the following communication methods to engage with parents and carers:

#### School Website:

- The school website serves as a hub for general information, including term dates, policies, and contact details.

#### Email:

- Parents/carers are encouraged to provide their email address upon enrolment and update it as needed. Teachers and staff will respond to emails within two (2) school days during the school week. If a detailed response is required, an acknowledgment email will be sent, outlining the expected timeframe for a full response. Emails should not be used to discuss sensitive or complex issues. Instead, parents/carers are encouraged to arrange a meeting or phone call.
- Classroom teachers, Year Level Coordinators, Heads of Department, the Principal, and administration staff are authorised to email families with important information relevant to specific student cohorts. This may include communication about assessment requirements, upcoming events, subject selection processes, and other key updates.

#### Phone Calls & SMS Alerts:

- For urgent matters, parents/carers should contact the school office at [insert phone number]. Office hours are Monday to Friday, 8:00 am – 4:00 pm. Staff will contact parents/carers by phone to discuss urgent or sensitive matters.
- The school will send text messages to families for urgent notifications, such as unexpected school closures, emergency updates, or important reminders about events and deadlines

#### Parent-Teacher Meetings:

- **Parent-Teacher Meetings:** Parents/carers are encouraged to attend scheduled parent-teacher interviews to discuss their child's academic progress and wellbeing. Additional meetings can be arranged upon request by either the parent/carer or teacher.

### Social Media:

- The school's official social media platform is Facebook, which is used to share updates, celebrate achievements, and communicate important announcements. This platform is not intended for lodging complaints or addressing individual concerns. Any inappropriate comments or posts will be moderated and may be referred to the Department of Education's Reputation and Cybersafety Management team for further action

### Weekly Parent Emails:

- A weekly email is sent to families every Monday to share key events, important messages, and reminders, keeping parents/carers informed about school activities, achievements, and updates.

### Expectations for Parents and Carers:

To maintain a positive and respectful school community, parents and carers are expected to:

- Communicate respectfully and courteously with all members of the school community.
- Use appropriate channels for communication, such as contacting teachers via email or arranging meetings through the school office.
- Refrain from contacting staff via personal communication channels including personal mobile numbers, personal emails or social media.
- Provide up-to-date contact information, including phone numbers and email addresses, to ensure effective communication.
- Discuss their child's learning and wellbeing positively and constructively with school staff.
- Avoid discussing or resolving school-related issues with other students or parents/carers directly. Instead, raise concerns with the school through the appropriate channels.

### Expectations for School Staff:

To support effective communication, school staff will:

- Respond to parent/carer emails within two (2) school days during the school week. If a detailed response requires more time, an acknowledgment email will be sent with an estimated response time.
- Use clear and accessible language in all communications, avoiding jargon or technical terms where possible.
- Arrange meetings or phone calls to discuss sensitive or complex matters, rather than addressing them via email.
- Record all significant communication with parents/carers in OneSchool to ensure accurate documentation.
- Forward any offensive or abusive communication to the Principal for appropriate action.
- Maintain the right to privacy of your child and others when discussing issues and concerns.

### Resolving Concerns:

Monto State High School is committed to addressing concerns promptly and effectively. Parents/carers are encouraged to:

- Discuss concerns directly with the relevant teacher in the first instance.
- If the issue remains unresolved, contact the school office to arrange a meeting with the relevant Head of Department or Principal.
- If further resolution is required, arrange a meeting with the Principal.
- For more information on the appropriate conduct and communication expectations, please refer to the Parent and Community Code of Conduct.

### Social Media Guidelines:

The school encourages the use of social media to celebrate achievements and share information. However, parents and carers are reminded to:

- Refrain from posting complaints, issues, or questions about specific policies, programs, or staff members on social media.
- Avoid sharing inappropriate content, language, or discriminatory views.
- Direct any concerns or complaints to the school through appropriate channels.
- For further guidance, please refer to the Department of Education's [Social Media and Community Online Guidelines](#).

### Review and Updates:

This policy will be reviewed annually to ensure it remains aligned with the Department of Education's policies and the needs of the Monto State High School community.