Mirboo North Secondary College

MNSC – PARENT COMMUNICATION POLICY

PURPOSE

This policy outlines the way in which MNSC seeks to facilitate communication between the College and parents.

POLICY

At MNSC we believe that success in education comes in working in partnership with parents and the whole school community. We believe that positive, clear and effective communication between the College and the wider school community is central to providing a mutually supportive environment that will assist students to reach their full potential.

METHODS OF COMMUNICATION

Traditional Communication

1. Informal Communication – this includes; phones calls from administration or teaching staff, face to face meetings and emails via compass.
2. Formal Communication – this includes; Parent/Teachers/Student conferences, Open Days, Formal Reports including Learning Habit Reports and Semester Reports and Student task feedback.
3. Printed – This includes; parent notes and NAPLAN results

Online Communication

In the current age it is becoming vital to use digital communication to convey information and ideas between teachers, students, parents and school administrators. This increases the capacity of the school to respond in a more timely manner. As the use of digital communication is now widespread, these tools become more valuable in facilitating conversations between students, parents and students.

The current forms of communication used by MNSC are:

1. **Website**
   a. General and Specific information about the running of the school. This includes current booklists and policies.
   b. Event information
   c. Newsletter communication
   d. An App linked to website updates
2. **Text Messaging**
   a. Attendance
   b. Emergency, important information for parents.

3. **Compass (App or Website linked to the school website)**
   a. Email
   c. Push notifications of important information.
   d. Parent/Teacher communication about individual children.
   e. Assessment task notifications via the parent portal.
   f. All school reports and some assessment.

   Social Media

   a. This should be used to convey stories about our school and students.
   b. Urgent matters or emergencies may be posted here as well.

Guidelines for E-Communication

1. **Website**
   a. Media permissions gained upon enrolment and updated when required.
   b. Personal student information will not be used.
   c. Information will be regularly updated.
   d. Newsletters will be posted

2. **Text Messaging**
   a. Attendance notifications through SMS will be maintained according to DET guidelines.
   b. Urgent/Important information may be conveyed this way particularly in an emergency situation.

3. **Compass**

a. For individual and group communication via email and/or push notification
b. For 1:1 written communication with teacher.
c. Graded assessment visible to parents will be posted here.
d. School reports will be posted in the student and parent portals here.
e. Excursion notices will be posted here.

Social Media (Facebook only)

a. Adherence to the DET social media policy will be maintained.
b. Use the Facebook safety parameters and limitations upon set up.
c. All post will be monitored and blocked or removed if considered irrelevant or malicious.
d. Parents will be informed about these guidelines.
e. Inappropriate comments will result in an exclusion from this service.
f. Facebook administrators in the school will be strictly limited.

By using electronic communication the school aims to reduce it's carbon footprint in this area by around 75%.

Though most of the time, teachers and parents want to establish communication, there are some challenges that parents and teachers need to face together. The most common are parent's and teachers ability to use the platforms provided, access to internet and language barriers.

Courteous and Respectful Behaviour

MNSC teachers and staff endeavour to be courteous and respectful with our students, parents and the wider community. We also expect students, parents and other people making contact with the school to be courteous and respectful with our staff, especially to set an example for their children.

Students, Parents and Staff are expected to comply with our Students, Parents and Staff Rights and Responsibilities Policy and Visitors Policy. All communications with MNSC staff should be approached in a calm and non-aggressive manner.

Enquiries and Complaints

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher or administration of MNSC they may lodge a formal complaint with the principal in writing or contact the DET on 9637 2180 or email school.complaints@edumail.vic.gov.au

REVIEW

This policy was written 5/12/2018 and should be reviewed on or by **5/12/2020**