



Mirboo North Secondary College

COMMUNITY COMMUNICATION POLICY

PURPOSE

This policy outlines the ways in which Mirboo North Secondary College (MNSC) facilitates communication between the College and parents, carers, families and the wider community.

POLICY

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

METHODS OF COMMUNICATION

Traditional Communication

We seek to communicate with our community using three traditional modes:

1. **Informal Communication:** phone calls from leadership, administration or teaching staff; face-to-face meetings; emails via Compass.
2. **Formal Communication:** Parent/Teacher/Student conferences; Open Days; Formal Reports (e.g., Learning Habit Reports, Semester Reports); Learning Task Feedback.
3. **Printed:** Parent/carer notes; NAPLAN results; PAT results;

Online Communication

We seek to communicate with our community using four online means: our website, text messaging, Compass and social media (e.g. Facebook). Each of these online platforms will be used to in the following ways:

1. **Website**
 - General and specific information about school operations (e.g., current booklists, policies, laptop requirements, etc.)
 - Event information
2. **Text Messaging**
 - School attendance
 - Emergency and/or important information for parents/carers



Mirboo North Secondary College

3. Compass

- Emails
- Notifications with important/urgent information (e.g., school activities, event details, closures, etc.)
- Parent/Carer/Teacher communication about individual students
- Learning task notifications
- All school reports and some assessment feedback
- Attendance

4. Social Media

- Share stories about our school, student achievements and events
- Urgent matters or emergency information as a back up to text messaging and Compass

GUIDELINES FOR ONLINE COMMUNICATION

1. Website

- Media permissions gained upon enrolment and updated as required
- Personal student information will not be shared
- Information will be regularly updated

2. Text Messaging

- SMS attendance notifications will be maintained according to DET guidelines
- Key details may be conveyed via SMS in an emergency/urgent situation

3. Compass

- Individual and group communication via email and/or push notification
- Direct communications with teachers
- Graded assessment visible to parents/carers
- School reports accessible by students and families
- Excursion/event information, including consent forms and payment details
- Reporting of reasons for non-attendance

4. Social Media (Facebook)

- Adherence to the DET social media policy
- Apply Facebook privacy settings and safety parameters
- All post will be monitored and blocked or removed if considered irrelevant or malicious
- Parents/carers will be informed about these guidelines
- Inappropriate comments will result in being blocked from the platform
- Numbers of Facebook administrators in the school will be strictly limited

By using online communication tools rather than traditional print means, the school aims to reduce its carbon footprint significantly.

ENGAGEMENT AND EDUCATION

MNSC leadership, teachers and education support staff commit to using these means of communication to connect with students and their families. We also commit to providing biannual training opportunities to upskill the school community in how to use these communication tools effectively, particularly Compass. We seek a commitment from parents and carers to engage with these modes of communication and to keep lines of communication open between families and the school.



Mirboo North Secondary College

COURTEOUS AND RESPECTFUL BEHAVIOUR

MNSC teachers and staff will be courteous and respectful in their interactions with all of our students, parents, carers and the wider community. Equally, we expect students, parents, carers and other community members making contact with the school to be courteous and respectful in return. All communications should be approached in a calm and non-aggressive manner.

ENQUIRIES AND COMPLAINTS

If a parent, carer or community member is dissatisfied with the conduct or outcome of their communications with a teacher or administration of MNSC, they may lodge a formal complaint in writing with the Principal. If concerns are not resolved satisfactorily, the Department of Education and Training can be contacted on 8688 7885 or email school.complaints@edumail.vic.gov.au.

REVIEW

This policy was written 9/11/2021 and should be reviewed on or by **9/11/2024**.

This policy was ratified by the MNSC School Council on 15/11/2021.