

## Communication Policy Melba Copland Secondary School

**School:** Melba Copland Secondary School

**Publication Date:** February 2024

**Review Date:** Term 4 2024

### **RELATED POLICIES, PROCEDURES, DOCUMENTATION:**

Personal Use of Communication Devices in ACT Public Schools Policy (Policy Identifier: 00121; Published: 06/12/2023).

### **1. POLICY STATEMENT**

1.1 Melba Copland Secondary School in conjunction with the School Board will develop and implement an **ACT Public School Communication Policy** to ensure effective school and community communication is maintained.

### **2. RATIONALE**

2.1 It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

### **3. COMMUNICATION PROCEDURES**

#### **3.1 Email Contact**

3.1.1. Communication by email is the preferred method through:

[MCSS.StudentServices@ed.act.edu.au](mailto:MCSS.StudentServices@ed.act.edu.au)

3.1.2. Teachers want to respond to parent and carer queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to parents and carers on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

3.1.3. Parents and carers may use staff email addresses if they need to contact staff directly, noting that teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time. We aim to respond to parents and carers as soon as possible and within three working days. Part-time staff may take longer to reply.

### 3.2 Phone Contact

- 3.2.1. Parents and carers are asked to use the main reception number to leave a message for a teacher to make contact or to raise an enquiry: 61420333.
- 3.2.2. Reception staff will relay messages to teachers as soon as possible.
- 3.2.3. If a call is urgent, parents and carers are asked to inform the receptionist who will attempt to find a senior member of staff to speak with.
- 3.2.4. We will try to respond to parents and carers within three working days, if not sooner.
- 3.2.5. Please note, lessons will never be interrupted for teachers to take calls.

### 3.3 Meetings

- 3.3.1. The day-to-day care, welfare and safety of young people is managed by the person who is placed closest to them. In the first instance, we ask that parents and carers approach the following members of staff who are responsible for young people in the following order:
  1. Classroom Teacher (if query is relevant to a specific subject)
  2. Executive Teacher (if query is relevant to a specific subject)
  3. Deputy Principal
  4. Principal
- 3.3.2. Meetings should always be pre-arranged with members of staff.
- 3.3.3. If parents and carers urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, we ask families to please phone ahead and the reception staff will do their best to find a senior member of staff to provide support.
- 3.3.4. For non-urgent meetings we will aim to meet with families within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

### 3.4 Contacting Families

- 3.4.1. Our preferred method of contacting parents and carers is via email through the Student Administration System.
- 3.4.2. The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including an interview night, semester reports, newsletters, social media posts and learning plans.
- 3.4.3. If our teachers identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact families as soon as possible.

### 3.5 Social Media

- 3.5.1. We use our social media channels to promote student achievements, subject information and generic educational information about school events. This information can also be found on the school website. The school FaceBook and Instagram pages are called 'Melba Copland Secondary School'. Generally the school logo is the profile picture, this should assist families to locate the official pages that the school manages.

#### Contact Information

**School Reception**

Ph: 6142 0333

[MCSS.StudentServices@ed.act.edu.au](mailto:MCSS.StudentServices@ed.act.edu.au)

**School Website**

<https://www.mcss.act.edu.au/>

**ACT Education Website**

[www.education.act.gov.au](http://www.education.act.gov.au)

**Feedback and Complaints**

Ph: 6205 5429

[www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries](http://www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries)