

# Communication Approach



## Mawson Lakes School

### Rationale

At Mawson Lakes School, we believe in building positive relationships and having a strong partnership between the school and its community to promote a safe, calm and supportive learning environment for students. We are committed to open, honest and timely communication which is both respectful and constructive.

The aim of this approach is to:

- Clearly express our school's commitment to positive use of electronic and other forms of communication.
- Establish clear expectations for both staff and families in the use of electronic methods as a communication tool.
- Implement a policy, which maintains a safe workplace for staff and supports them to effectively balance their work and home life.

### Expectations for Whole School Communication

- Audiri app (previously Skoolbag) is our primary method of communication for whole school information and events.
- Emails are also an alternative mode of communication.
- Individual classroom teachers and specialist teachers will use Class Dojo to share learning experiences, work samples and any relevant information/notes/messages relating to their specific class.
- School based information and a link for our website: <https://www.mawsonlakes.sa.edu.au/>. It contains policies and procedures, feedback and complaints.

### Expectations for Staff

- Communication through electronic means is best when communication is brief and informative. Issues or concerns requiring more detailed discussions or ongoing dialogue need to be addressed either face to face or over the phone at a mutually agreed and convenient time.
- Electronic communication must be respectful, informative and succinct.
- Staff will aim to reply to any form of parent communication within 2 working days.
- There is no expectation for staff to respond to messages outside of school hours (before 8:00am, after 4:00pm Monday-Friday).
- Staff are not to respond to offensive or abusive emails; it should be forwarded to a member of the Leadership Team.
- Staff are expected to be available for phone calls or scheduled meetings between 8:00-8:30am and 3:00-3:30pm Monday to Friday during term time.
- Staff will **end** a conversation or meeting should they feel threatened, unsafe or it becomes unprofessional.
- Staff are expected to check their emails and class dojo between 8:00-8:30am each day.
- It is the responsibility of each staff member to read Mawson News daily (located on One Note).
- Each staff member has a responsibility to add any relevant information or messages to One Note.
- The whole school calendar is continuously updated and shared via One Note, Audiri and on our website.

# Expectations for Families

## Forms of Communication

- Families are asked to use the relevant school apps including Audiri and Class Dojo. If you are unable to access these Apps, please communicate this with your class teacher/s to ensure alternative forms of relaying information is available. A school Facebook page is also available.
- If urgent communication is required throughout the day or a change in expected routine, families will communicate this via phone call to the front office and they will pass on the message to the associated staff.
- Families are expected to provide up to date contact information such as email address, phone and postal address. When personal details have changed, or if you are unsure if contact information is up to date, please contact the Front Office Staff.
- Families must communicate absences for their child/ren, contacting the school by phone, Audiri or by contacting the class teacher via Class Dojo the day of absence. Communicating absences are a Department for Education requirement.
- During camps, families are to only contact staff via the school or teachers mobile for emergencies.
- Please remember that electronic messages are not necessarily confidential and are subject to Freedom of Information (FOI) regulations. Confidential information should be conveyed by phone or in person.

## Effective Communication

- Communication through electronic means is most effective when communication is brief and informative. Issues/concerns and more detailed discussions or information (inc. academic progress) should be addressed either face-to-face or over the phone at an agreed and convenient time.
- Families should be respectful and courteous in their interactions with staff, demonstrating calm and not reacting with high levels of emotion.
- Families to send non-vital messages only through electronic modes. For example, do not send communication regarding OSHC or alternate pick-up arrangements. Teachers may not see the message until the end of the day. If you need an answer more promptly, please contact the school via phone.
- When phone calls are made through the school and/or electronically communicated, families are to respect staff personal time, including weekends, holidays, sick days and non-working days. Families are to also be aware that staff have other obligations to adhere to during the working day. Staff may not be able to respond or take your call immediately. As such, a message will be passed on to the appropriate staff member and staff will respond/make contact within 2 working days.
- For lengthy discussions or queries an appointment should be made with the appropriate staff member.

When there is breakdown of communication and/or an issue arises, the first point of call is to make arrangements with the associated staff member to discuss and resolve the matter. It is recommended that any issues or concerns should be raised within 48 hours. Families should be familiar and adhere to the Complaint Resolution Process.