Merimbula Public School

Excellence ~ Opportunity ~ Success

Communication Protocols

PURPOSE:

Effective communication is essential to ensure that:
- Organisational strategic directions, policies and operational procedures are well understood and implemented consistently and with integrity resulting in high performance;
- Stakeholders are engaged;
- Decision making is consultative;
- Information is effectively shared;
- Where appropriate, feedback is invited.

Communication should be:
- Timely (within 2-5 days under normal circumstances);
- Considered, accurate and objective;
- Concise and unambiguous;
- Respectful;
- Targeted on a need to know basis, and where appropriate, confidential. Every effort should be made to avoid the risk of embarrassing an individual through the broadcasting of information in situations where it may be not be appropriate to share such information with a broader audience;
- Only for the intended recipient and not shared with other people who the original message is not intended for;
- At the appropriate time as specified on the following chart on school days (with the exception of an emergency situation or casual bookings).

The medium for communication:
- Will be determined by the context and nature of the communications;
- Can impact upon the effectiveness of the communication;
- Can exacerbate the risk of unintended consequences resulting from such communication, particularly in relation to the use of electronic communications such as email, social media and via anonymous surveys/surveys.

Department of Education policies and processes including the *Code of Conduct, Dignity and Respect in the Workplace Charter and the School Community Charter* should always be considered and adhered to when communicating.

PROCESS:

A range of communication processes are employed at Merimbula Public School, dependent upon the context and nature of the communication.

- Advertisements
- Assemblies
- Checklists
- Class Dojo (Students)
- Compass Parent/Carer Portal
- Email
- Executive Meetings
- Facebook
- Google Classroom
- Google Drive
- Google Chats
- Information Meetings
- Letters
- Memo Meetings
- Newsletters
- Newspaper Feature Articles
- Notes
- One Drive
- One-on-one Meetings
- P&C Meetings
- Parent/Caregiver Conferences
- Parent/Caregiver Information Evenings
- Personalised Learning and Support Plans/Personal Learning Pathways/ Health Care Plans
- Permission Notes (Online)
- Phone Calls
- Policies
- Presentations
- Procedures/Protocol
- Reports
- School Notice Board
- Small Group Meetings
- Staff/Stage/Committee Meetings
- Support Plans
- Surveys
- Website

OUTCOMES:

All communications are purposeful, clear and effective and address the target audience.

EVALUATION:

The communication protocols at Merimbula Public School will be evaluated every three years or when there is an identified need.

IMPLEMENTED: June 2015

DATE OF LAST REVIEW: February 21, 2025

Merimbula Pubic School – Communication Protocols

Rationale

Effective communication is essential to ensure that:

- Organisational strategic directions, policies and operational procedures are well understood and implemented consistently and with integrity resulting in high performance
- Stakeholders are engaged
- Decision making is consultative (unless not possible, when Health and Safety decisions are required to be made by the Principal/a delegate)
- Information is effectively shared
- Where appropriate feedback is invited

Communication should be:

- Timely
- Considered, accurate and objective
- Concise and unambiguous
- Respectful
- Targeted on a need to know basis, and where appropriate, confidential. Every effort should be made to avoid the risk of embarrassing individual through the broadcasting of information in situations where it may be not be appropriate to share such information with a broader audience
- Only for the intended recipient and not shared with other people who the original message is not intended for
- Between 8:25am and 3:15pm on school day (with the exception of an emergency situation or casual bookings).

The medium for communication

- Will be determined by the context and nature of the communications
- Can impact upon the effectiveness of the communication
- Can exacerbate the risk of unintended consequences resulting from such communication, particularly in relation to the use of electronic communications such as email, social media and via anonymous surveys/surveys.

Department of Education policies and processes (including the Code of Conduct), and Dignity and Respect in the Workplace Charter should always be considered and adhered to when communicating.

Process

A range of communication processes are employed at Merimbula Public School dependent upon the context and nature of the communication.

- Executive Meetings
- Staff/Stage/Committee Meetings
- Memo Meetings
- One-on-one Meetings
- Small Groups Meetings
- Parent Information Evenings
- Information Meetings
- P&C Meetings
- Presentations
- Advertisements
- Policies/Flow charts

- Assemblies
- Letters
- Phone calls
- Email
- Notes
- Sharing Resources on Server
- Compass Portal
- Checklists
- School Notice Board
- Newspaper Articles
- Newsletters

- Facebook
- Website
- Reports
- Permission Notes
- Class Dojo
- Google Drive
- Google Hangouts
- Google Classroom
- One Drive
- Surveys

Outcomes

All communications are purposeful, clear and effective and address the target audience.

Merimbula Public School Communication Protocols Flow

Item to be Communicated

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Timely & Considered – Accurate & Concise - Unambiguous and Respectful In accord with Department of Education Policy & Code of Conduct / and the Dignity and Respect in the Workplace Charter

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1. Most effective medium for communication determined and used
2. Objective of communication stated clearly in the outset

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School procedures (e.g. Activity Checklist) used and communication checked/proof read by Principal/Executive Delegate where required in accord with previous table (or if is unsure)

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Communicated only to relevant person(s) without emotion and/or risk of embarrassment

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DURING SCHOOL HOURS
(8:25-3:15pm Weekdays)

- Assemblies
- Class Dojo
- Compass Portal
- Facebook
- Google Classroom
- Google Chats
- Newspaper Articles
- Notes
- One-on-one meetings
- Phone calls to parents
- Presentations
- Reports
- School Stream
- Sharing Resources on Server
- Small Group meetings
- Staff/Stage/Committee Meetings
- Survey
- Web Page

DURING/AFTER SCHOOL
(8:30-4.30pm)

- Advertisements Prepared
- Email (scheduled to be sent in school hours)
- Executive Meetings
- Letters
- Memo Meetings
- Newsletters
- Parent/Teacher Meetings and Conferences
- Phone Calls (between staff)
- School Noticeboard Prepared
- Staff Meetings

AFTER SCHOOL HOURS

- Advertisements prepared
- Casual replacement needs to be via text to Principal and Supervisor (between 6:30am-5pm daily) / Booking of casual staff
- Emails (don't have to be responded to until business hours)
- Information Evenings
- P&C Meetings
- School Noticeboard Accessible
- Compass Portal messages Absences

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Controversial or public information, such as newspapers, to be approved by the Media Unit / Principal

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General / H&S / DOE Updates shared via memo and/or Email (not chats) unless urgent and shared also via Chats app

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Daily operational updates communicated to staff 8:25-9am via Chats (Unless urgent/an emergency)
Operational updates/changes throughout the day also updated on Chats
(i.e Duty change, equipment needs).

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All newsletters/letters/notes to be filed (Admin folders & server) and uploaded to Compass/ website where relevant (also approved by Principal)

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Communications involving decisions should encourage and allow for feedback.
If feedback/complaints are received, a timely response
(max. 20 working days) should be adhered to.

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All phone calls/parent meetings and controversial discussions/decisions
should be noted or minuted – Support person/s encouraged.