

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;
- 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 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 and social media.

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)
- Class Dojo Messenger App
- EBS4 Client Manager
- Email
- Executive Meetings
- Facebook
- Google Classroom
- Google Drive
- Google Chats
- Individual Education Plans/Personal Learning/Development Plans
- 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
- Permission Notes
- Phone Calls
- Policies
- Presentations
- Procedures/Protocol
- Reports
- School Notice Board
- School Server
- School Stream
- Small Groups Meetings
- Staff/Stage/Committee Meetings
- Support Plans
- Website

OUTCOMES:

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

EVALUATION:

The decision-making process at Merimbula Public School will be evaluated every three years or when there is an identified need.

IMPLEMENTED: June, 2015

DATE OF LAST REVIEW: December 6, 2022

Merimbula Public School Communication Protocols Flow

Item to be Communicated

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

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

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)

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

DURING SCHOOL HOURS (8:30-3:30pm Weekdays)

- Assemblies
- Class Dojo
- EBS4 Client
- Facebook
- Google Classroom
- Google Hangouts
- 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
- Web Page

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

- Advertisements Prepared
- Email
- 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 7am-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
- School Stream Absences

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

General / H&S / DOE Updates shared via memo and/or Email (not Hangouts)

Daily operational updates communicated to staff 8:30-9am via Hangouts.
Operational updates/changes throughout the day also updated on Hangouts (i.e Duty change, equipment needs).

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

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

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