



# Respectful Communications Policy

## Rationale

The Respectful Communications Policy aims to provide clear and effective guidelines for the way in which all members of the College communicate with one another and members of the broader community. Respectful, positive and effective communication between the College and community members is central to providing a mutually supportive environment that will enable students to meet their full potential. This policy is designed to foster an environment which focuses on working in positive partnership with parents/caregivers and ensuring respectful communications between students and staff.

## Policy Statement

Cardijn College:

- will provide a variety of mechanisms for students and parents/caregivers to engage with the College
- maintain regular contact with students and parents/caregivers about important information relating to students at the College
- provide formal opportunities for parents/caregivers to engage with the community through Learning Conversations and Parent Information Evenings
- provide ongoing feedback on student learning via online learning management systems.

## Responsibilities

The School Board will:

- develop, monitor, and review the policy
- consider feedback from the College community when requesting changes to the policy.

The School Leadership will:

- ensure staff, students and families are aware of the expectations with regard to respectful communications
- support students and families who have a concern regarding communication with the College
- support students and staff who have been exposed to disrespectful or inappropriate communications
- respond to parent/caregiver communications in a timely manner
- follow a grievance procedure when managing situations that are believed to have breached the Respectful Communications Policy.

The School Personnel will:

- ensure that they are familiar with and follow the Respectful Communications Policy
- communicate with all members of the community in a respectful and timely manner
- respond to parent/caregiver communications in a timely manner
- respond to student and staff communications in a timely manner

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- discontinue communications with students and parents/caregivers should their communication become disrespectful or inappropriate and seek support from school leadership to manage the situation
- communicate with parents about school matters exclusively using school systems including College email, College phone and face-to-face meetings
- never connect with students via any personal platforms, including but not limited to, personal social media accounts
- act in accordance with the Broadcast Communication Guidelines, recognising that as an employee of Cardijn College it is essential that communication tools are only used for relevant school communications and only distributed to relevant audiences.

The Students will:

- uphold the Respectful Communication Policy at all times when communicating with their peers, staff, families and the broader community
- understand that this policy is in effect at all times and is not only relevant when on school premises or during school hours
- exclusively use school mechanisms to communicate with staff
- never communicate, or attempt to communicate, with staff via personal email addresses, any form of social media or at their homes
- never persist with unwarranted or unwanted contact with other students.

The Parents will:

- support this policy and ensure their children/students support this policy
- maintain open and supportive levels of communication with school leaders and other College staff in relation to this policy
- communicate in a respectful manner with all members of the College community, role-modelling courteous, positive and non-aggressive communications, particularly to set an example for students
- understand that staff will discontinue communicating with parents/caregivers immediately should the communication or interaction become disrespectful, inappropriate or aggressive in any way
- communicate with their child via the school office about matters relating to school and not communicate directly with their child without informing the office regarding matters relating to early collection from school
- understand that students are not to communicate with anyone via their mobile phones or other devices during school time
- never communicate, or attempt to communicate, with staff via personal email addresses, any form of social media or at their homes
- understand that school staff have many responsibilities to many students and require adequate time to respond to each parent/caregiver who contacts them
- understand that staff are under no obligation to respond to parent communications out of school hours, including weekends and each term break throughout the year.

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