



Communication Policy and Procedures Cunderdin District High School

'Strive to be your best'



Contents

Table of Contents

	Page Number
Introduction	3
Communication Principles	3
Communication Pathways	3
School Email	12
Social Media Acceptable Use	14
Complaints Handling	20
School Values and Communication Principles	23



The following terms and acronyms are used throughout this policy:

CC—Carbon Copy

DOE—Department of Education

IEP—Individual Education Plan

Leadership Team—Principal, Associate Principal, Manager of Corporate Services

P&C—Parents and Citizens Association

School Officers—Front Office Staff

SMS— Short Message Service



Introduction

Successful communication strategies are an integral part of building Cunderdin District High School's reputation and image, both within the school community and with the general public. Communication procedures will vary in different situations and between stakeholders; however, the ultimate aim of each communication form is to provide a clear and transparent message leading to shared understandings of expectations.

Stakeholders include:

- Students
- Parents and carers
- Prospective parents
- Staff
- Board members
- P&C Association
- Friends of the school
- The wider community
- Department of Education

This communication plan sets out to consciously provide:

- Strong relationships between staff, students and parents/carers
- A positive and nurturing learning environment for students

Communication Principles

The school staff and the School Board agree to the following Communication Principles. These principles form the core of all communication pathways.

- Respectful Two-Way Communication
- Information Provided in a Timely Manner
- Commitment to paperless communication (by end of 2023)
- Focus on accuracy and consistency of information

Communication Pathways

Cunderdin District High School utilises four Communication Pathways to engage with all key stakeholders. All forms of communication fit within these pathways.

- Parents/Carers and Community General Information
- Parents/Carers Student-Centred Information
- Parent and Community Based Committees
- Staff to Staff



Communication Pathways

Pathway 1: Parents/Carers and Community General Information

Methods of providing general school operational information to parents/carers.

Channel	Details	Audience	When	Prime Accountability
Skoolbag App	Used for real time notifications. Easy to use. Email notification provides two methods of communication at same time. All means of weekly communication sent as a summary	Parents/carers Staff	As required	School Officers Leadership Team
		Parents/carers	Every Friday	School Officers
Newsletter	Published end of each term Each classroom article to prioritise pictures of students from that term with a minimum of one paragraph update of what has been learnt.	All parents/ carers Wider community via website	Draft articles due to administration by Monday Week 8 Newsletter published Wednesday Week 10	Classroom Teachers Leadership Team School Officers
Facebook	Social Media page Publish pictures of events/activities happening at school/in classrooms Important timely school information	Parents/carers Staff Wider community Worldwide interested people	Regularly updated—at least 2 updates per week	Leadership Team Nominated staff



Communication Pathways

Pathway 1 (continued): Parents/Carers and Community General Information

Methods of providing general school operational information to parents/carers.

Channel	Details	Audience	When	Prime Accountability
School Website	Current, user friendly, informative, enhanced for mobiles Linked to Skoolbag Annual reports, Business Plan, School Information booklets, etc available School newsletter published online	In school and school community Prospective families Worldwide interested people Staff	Regularly updated	School Officers Leadership Team
Assemblies	Hosted by each class in turn Highlights school values Celebrates and showcases classroom activities Aussie of the Month	Students Staff Parents/carers Families and wider community	Every 5th Friday	Host class teacher Administration School Officers Student Council
Notice Board	Current events and information Reflects community information P&C Information	Students Staff Parents/Carers	Regularly updated	Student Council



Communication Pathways

Pathway 1 (continued): Parents/Carers and Community General Information

Methods of providing general school operational information to parents/carers.

Paper Copy Notes	<p>Incursion/Excursion information and permission slips</p> <p>Specific administrative letters/brochures/flyers</p> <p>Invitations to special events</p> <p>NB: For notes that require a response (eg permission notes) they should be sent home a minimum of 2 weeks prior to the event, with a minimum 1 week due date prior to the event. A copy of the note should be given to the front office when they are first distributed. Students/parents must adhere to the due dates.</p>	<p>Students</p> <p>Staff</p> <p>Parents/carers</p> <p>Families and wider community</p>	As required	<p>Classroom Teacher</p> <p>School Officer</p> <p>Leadership Team</p>
SMS Service	<p>Online system providing school to mobile phone communication</p> <p>Automatic SMS to parents of unexplained absent students at 11am.</p> <p>Immediate notification to all or selected parents as required.</p>	Parents	<p>Daily for unexplained absences</p> <p>As required</p>	<p>School Officers</p> <p>Leadership Team</p>
Bandicoot	<p>Local community newspaper</p> <p>Free single page article</p> <p>Leadership to nominate information to be included</p>	<p>Students</p> <p>Staff</p> <p>Parents/carers</p> <p>Families and wider community</p>	Every 4-6 weeks	<p>School Officer</p> <p>Leadership Team</p> <p>Nominated staff</p>



Communication Pathways

Pathway 2: Parents/Carers Student-Centred Information

Methods of providing individual student information to parents/carers.

Channel	Details	Audience	When	Prime Accountability
Face to Face	Parent Interviews end of Term 1 Formal and informal interviews as required Annual Open Classrooms and Book Fair Student Services meeting as required NB: All face to face meetings to be documented in journals. All meetings to be conducted on school site unless negotiated with leadership team	Parents/Carers Teachers Leadership Team	As required	Classroom teachers Parents/Carers Leadership Team Student Services
Phone Call	Formal and informal phone calls as required NB: All formal phone calls to be documented in journals	Parents/Carers Teachers Leadership Team School Officers	Between hours of 8am-5pm on school days Acknowledge calls within 24 hours	Classroom teachers Parents/Carers Leadership Team School Officers



Communication Pathways

Pathway 2 (continued): Parents/Carers Student-Centred Information

Methods of providing individual student information to parents/carers.

Email	<p>Teacher to parents/carers contact</p> <p>Parents/carers to teacher contact</p> <p>Elaborated details on p12</p> <p>NB: All formal emails need line manager cc'd in</p>	<p>Parents/Carers</p> <p>Teachers</p> <p>Leadership Team</p> <p>School Officers</p>	<p>Receipt of email to be sent within 48 hours</p> <p>Actual response to be sent within 96 hours</p>	<p>Classroom teachers</p> <p>Parents/Carers</p> <p>Leadership Team</p> <p>School Officers</p>
Formal Reports	<p>Sent home end of Semester 1 and 2</p> <p>Reporting Timeline emailed start of Term 2 and 4</p> <p>Portfolios of work where appropriate</p>	<p>Parents/Carers</p> <p>Students</p> <p>Prospective schools</p>	<p>As indicated in Reporting Timeline</p>	<p>Classroom teachers</p> <p>Leadership Team</p> <p>School Officers</p>
Communication Books	<p>Daily written notes between teacher and parent</p> <p>Used to inform parents on minor incidents during the day</p> <p>Used to inform teachers of changes to student routine</p>	<p>Parents/carers</p> <p>Classroom teachers/ education assistants</p>	<p>Checked daily</p> <p>Used as required</p>	<p>Classrooms teachers/ education assistants</p> <p>Parents/carers</p>



Communication Pathways

Pathway 2 (continued): Parents/Carers Student-Centred Information

Methods of providing individual student information to parents/carers.

Connect	Online learning platform provided by DOE Direct online communication with students and their parents Can be used to upload assessment/homework reminders, class photos, other class-specific information	Students Parents/carers	Directed by classroom teacher	Classroom teacher Students Leadership team Parents/carers
Open Classrooms	Opportunity to showcase student work Classrooms to be neatly presented	Parents/carers Students Families and wider community	Annually	Classroom teacher Leadership team Parents/carers
Letters of Commendation and Concern	Written notes sent regarding positive actions (commendation) or regular negative behaviours or academic results (concern) NB: Copy of both types of notes to be kept on student file	Parents/carers	As required	Classroom teacher Leadership team
Welcome Letters	Formal letter to parents introducing teacher and main events of the year	Parents/carers	1st week of Term 1	Classroom teacher Leadership team School Officers



Communication Pathways

Pathway 3: Student, Parent and Community-Based Committees

Methods of providing School Governance.

Channel	Details	Audience	When	Prime Accountability
Parents and Citizens Association	Open meetings for school community Held once a term	Parents/carers Wider community	Termly	P&C President
School Board	Open meeting for community once a year Minutes to be published via Skoolbag/Website	Elected members from school and community Parents and community	At least once a term Agenda and related documents emailed a week before	School Chairperson Principal
Student Council and Faction Captains	Student representatives to discuss student activities and fundraising opportunities	Students Staff Parents/Carers Wider community	Meet weekly	Student Council Associate Principal
Cunderdin Youth Council	Student and school representatives to discuss opportunities for youth in Cunderdin and Meckering communities	Students Staff Parents/Carers Wider community	Twice a term meetings	Elected members Volunteers Shire of Cunderdin Associate Principal



Communication Pathways

Pathway 4: Staff to Staff

Methods of communicating between staff.

Channel	Details	Audience	When	Prime Accountability
Email	To be checked daily Carried out in a professional and appropriate format and tone	Staff	As required	All staff
Weekly What's What	Weekly update on upcoming events	Staff	Distributed Friday afternoon	Principal Leadership team
Staffroom Noticeboard/ Whiteboard	Daily happenings to be written on whiteboard and then emailed	Staff	On whiteboard by 8am and emailed by 8:30am	Principal Leadership team
Pigeon Holes	For non-urgent, hard copy communication NB: pigeon holes should be cleaned out regularly	Staff	As required	All staff
Microsoft Teams	Online storage of booking sheets, good standing records, assembly certificates	Staff	Good Standing to be updated weekly	All staff
Staff Meetings	Opportunity for all staff to discuss whole school matters Opportunity to upskill and disseminate information Rostered chairperson and minute taker	Staff	Staff Meetings: even Wednesdays Early Close: odd Thursdays	All staff Leadership team Rostered staff



School Email Procedures

School Email Policy Email is seen as an effective form of communication between the school and parents/carers. Cunderdin District High School expects that parents/carers and school staff will use email in a responsible manner. By communicating via email all users agree to adhere to this policy and the expected behaviours it outlines. Users who do not comply may be requested to cease communicating in this way.

Rationale

The use of email allows the school, teachers and parents/carers to communicate together in a quick and efficient manner.

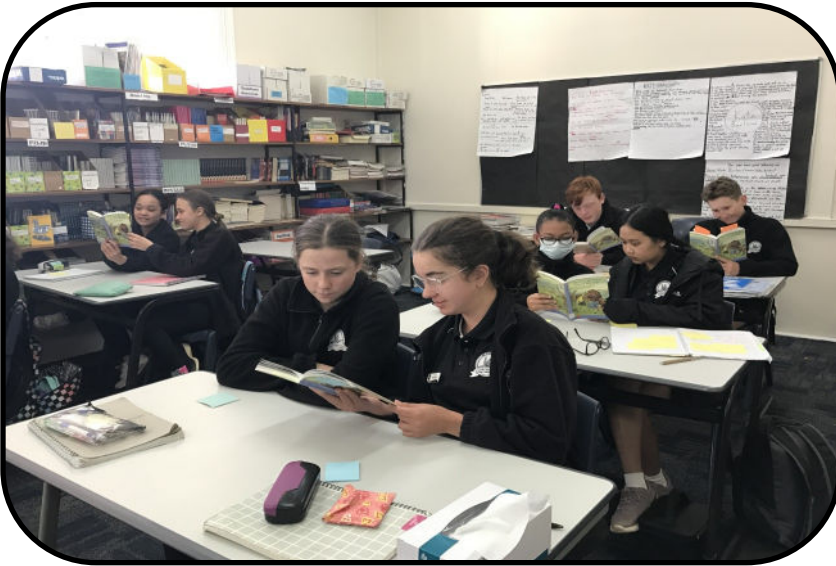
Purpose

- To ensure the use of email communication between teachers and parents/carers is carried out in a mutually respectful manner
- To ensure all email communication is treated in a confidential, legal and ethical manner.
- To provide processes that minimise the chance of inappropriate use, and provide clear consequences of such usage.

Email Agreement

- All users MUST adhere to all email conditions below:
- Appreciate that using email to communicate does not result in an immediate response; however, a maximum 48 hour (workdays) acknowledgement of receipt is expected. Actual response to an email query may take up to 2 more days depending on the request.
- The recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the school community without the approval of the sender.
- All email communication will be carried out in a professional and appropriate format and tone.
- All school staff email users will adhere to the DOE Telecommunications Use Policy for email communication which can be accessed at: <http://det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/policies/telecommunications-use.en?cat-id=345796>







Social Media Acceptable Use Procedures

Introduction

Cunderdin District High School (CDHS) recognises that access to technology in and out of school gives students, parents and staff greater opportunities to learn, engage, communicate, and develop skills that will prepare them for work, life, and citizenship. We are committed to helping our students develop 21st-century technology and communication skills.

Our intent is to grow our school and community's understanding of social media and to make connecting with our school more convenient. We want our achievements and school information to be more accessible and importantly to tap into the knowledge and support base of our parents/caregivers and extended community.

Our school's Facebook page allows our community to keep up to date with activities through a medium preferred by many. Most of all, our Facebook page is a place where we can build our community by building school spirit.

We do ask that our community accentuate the positives and bring to everyone's attention the little things that make our school community great.

To that end, this **Acceptable Use Policy** outlines the guidelines and behaviours that users are expected to follow when using:

- school technologies

- personally-owned devices on the school campus

- social media sites managed by CDHS including but not limited to our Facebook Page

Students, parents/caregivers and staff are expected to follow the same rules for good behaviour and respectful conduct online as offline.

While social networking is fun and valuable, there are some risks you should keep in mind when using these tools. In the social media world, the lines between what is public or private, personal or professional can become blurred.

The school aims to monitor staff and students' acceptable usage of social media and therefore uphold the school values when these tools are being used.

Misuse of social media can result in disciplinary action. CDHS makes a reasonable effort to ensure students' safety and security online, but will not be held accountable for any harm or damages that result from misuse of social media technologies.



Social Media Acceptable Use Procedures

Guidelines

Please do the following:

Staff, students, parents/caregivers and community members are encouraged to take responsibility when using our Facebook page including familiarising themselves with the online behaviour regarded as being in breach of this Social Media Acceptable Use Policy.

Use good judgment

- We expect you to use good judgement in all situations
- You must know and follow our Code of Conduct (School Behaviour Expectations and Department of Education Code of Conduct)
- Regardless of your privacy settings, assume that all of the information you have shared on social media is public information

Be respectful

- Always treat others in a respectful, positive and considerate manner
- Be a good listener
- Keep in mind that one of the biggest benefits of social media is that it gives others another way to talk to you, ask questions directly and to share feedback
- Be responsive to others when conversing online. Provide answers, thank people for their comments, and ask for further feedback, etc.
- Always be doing at least as much listening and responding as you do 'talking'

Do not share the following:

Confidential information

- Do not publish, post or release information that is considered confidential or not public. If you think it is confidential, it probably is. Online 'conversations' are never private. Do not use your birth date, address, and phone number on any public website.

Private and personal information

- To ensure your safety, be careful about the type and amount of personal information you provide. Avoid talking about personal schedules or situations
- NEVER give out or transmit personal information about students, parents, colleagues or community members.
- Always respect the privacy of the school community members



Social Media Acceptable Use Procedures

Please be cautious with respect to:

Images

- Respect brand, trademark, copyright information and/or images of the school (if applicable)
- You may use photos and video (products, etc.) that are available on the school's website
- It is not acceptable to post pictures of students without the consent of their parents
- Do not post pictures of others (colleagues etc.) without their permission

Other sites

- A significant part of the interaction on blogs, Twitter, Facebook and other social media involves passing on interesting content or linking to helpful resources. However, the school is ultimately responsible for any content that is shared. Do not blindly repost a link without looking at the content first.
- Pay attention to the security warnings that pop up on your computer before clicking on unfamiliar links. They actually serve a purpose and protect you and the school
- When using Twitter, Facebook and other tools, be sure to follow their printed terms and conditions

If you make a mistake

- Be sure to correct any mistake you make immediately, and make it clear about what you have done to fix it
- Apologise for the mistake if the situation warrants it
- If it is a MAJOR mistake (eg exposing private information or reporting confidential information), please let the Principal know as soon as possible so the school can take the proper steps to help minimise the impact it may have

Understand Netiquette

- Users should always use the Internet and social media in a courteous and respectful manner
- Users should know that not everything on the Internet is true. Only share information you know is correct.
- Users should also remember **not to post anything online that they would not want parents, staff, or future employers to see**. Once something is online, it is out there and can sometimes be shared and spread in ways you never intended.

Personal Safety

If you see a message, comment, image, or anything else online that makes you concerned for your personal safety, bring it to the attention of an adult immediately (staff member if you are at school or parent/caregiver if you are using the device at home).

- Users should never share personal information, including phone numbers, addresses, birthdays, or financial information over the Internet without adult permission
- Users should recognise that communicating over the Internet brings anonymity and associated risks, and should carefully safeguard the personal information of themselves and others



Social Media Acceptable Use Procedures

Cyberbullying

Cyberbullying will not be tolerated. Harassing, dissing, flaming, denigrating, impersonating, outing, tricking, excluding, and cyberstalking are all examples of cyberbullying. Do not be mean. Do not send emails or post comments with the intent of scaring, hurting, or intimidating someone else. Engaging in these behaviours, or any online activities intended to harm (physically or emotionally) another person, will result in severe disciplinary action. In some cases, cyberbullying can be a crime. Remember that your activities are monitored and retained by others.

Raising Issues

Issues involving students or staff must not be raised via the Facebook page. Interactions that incite or fuel overly negative sentiments will not be tolerated. If you have an issue, please contact the school in person or via email.

Using Names in Posts

You can use names in posts when you wish to acknowledge someone's great work or community contribution. We want our Facebook page to build community spirit; patting someone on the back publicly goes a long way to building the school we all want. You are not allowed to transmit or share information that includes the full name of staff, parents/ caregivers or students without their prior consent.

Interacting with our Facebook Page

Users are able to comment on the school's posts and on comments by other users. Users will also be able to 'like' a post or comment by clicking on the like button. Users will not be able to author a posting of their own or load media such as video or photos.

Underage Facebook Users

CDHS does not endorse children, under 13 years of age (a threshold imposed by Facebook), creating their own Facebook account. We encourage children under parental supervision to view our school's Facebook page and contribute to content. We believe our community's conduct on our Facebook page will serve as role modelling for our students as to how to behave in social media spaces.

Moderation and Blocking

CDHS reserves the right to set the strength level of the Facebook profanity filter and to add additional words and names to our block list. Actions resulting in breaches to this policy may include prohibiting a user from interacting with the school's Facebook page.



Social Media Acceptable Use Procedures

Acceptable Use

I will:

- Follow the same guidelines for respectful, responsible behaviour online that I am expected to follow offline
- Treat social media carefully and alert staff if there is any problem with their operation
- Only use the CDHS Facebook account with an account that clearly identifies me by my real name.
- Encourage positive, constructive discussion
- Alert a staff member if I see threatening/bullying, inappropriate, or harmful content (images, messages, posts) online
- Be cautious to protect the safety of myself and others
- Adhere to the guidelines outlined in this Policy

This is not an exhaustive list. Users should use their own good judgment when using social media

Unacceptable Use

I will **not**:

- Use social media in a way that could be personally or physically harmful to myself or others
- Engage in cyberbullying, harassment, or disrespectful conduct toward others, staff or students
- Try to find ways to circumvent the school's safety measures and filtering tools
- Raise issues that should be dealt with privately
- Use language online that would be unacceptable at the school

This is not an exhaustive list. Users should use their own good judgment when using social media.

Reporting Misuse

In the first instance approach the Principal. If he/she is unavailable use an Incident Report Form, which can be mailed, emailed or hand-delivered to the front office. The form will be passed on to relevant staff for further investigations and parents contacted if necessary.

The Law and Facebook's Terms

CDHS Facebook page operates under the Commonwealth Telecommunications Act <http://www.alrc.gov.au/publications/71.%20Telecommunications%20Act/telecommunications-act-1997-cth> and Facebook's Terms <https://www.facebook.com/terms>

Violations of this Acceptable Use Policy

Violations of this policy may have disciplinary repercussions, including:

- Suspension of privileges
- Removal from positions of leadership within CDHS eg Student Council positions etc.
- Additional consequences determined by the Principal





Complaints Handling Procedures

Objectives:

To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism in dealing with our community.

Policy:

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education and Training.

Making a Complaint

Complaints can be made:

verbally;
by letter; or
by email.

Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed

“PRIVATE AND CONFIDENTIAL”.

Principal

Cunderdin District High School

Cubbine Street

Cunderdin WA 6407

Minimum information when making a complaint:

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.



Complaints Handling Procedures

Responsiveness:

We will acknowledge complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaints progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

When a complainant is unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Director of Education—Wheatbelt. To do this contact:

[Director of Education—Wheatbelt](#)

[Wheatbelt Education Regional Office](#)

[Phone: 96220200](#)

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

Rejecting a Complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

Definitions

Complaint:

The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.



Complaints Handling Procedures

Locally Managed Complaint:

A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint:

A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant:

A person or persons lodging a complaint.

As outlined in the *Australian Standard AS 4269-1995* our complaints handling policy demonstrates:

Commitment:

We recognise your right to complain and to have your complaint dealt with seriously.

Fairness:

We understand the need to be fair in our complaints handling processes.

Resources:

We have adequate resources for effective handling of complaints.

Visibility:

Our complaints handling processes are available from our front office.

Access:

We accept complaints lodged by phone, fax in writing and via email.

Assistance:

Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness:

Complaints will be dealt with quickly and efficiently.

Charges:

There will be no charge to the complainant for the raising of a complaint with us.

Remedies:

Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data Collection:

Data about complaints lodged with our school is collected and recorded.

Systemic and Recurring Problems:

Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

Accountability:

We report our complaints handling processes against our documented performance standards.

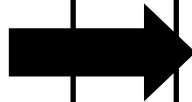
Reviews:

We review our complaints handling process annually.



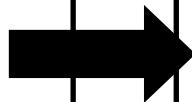
School Values and Communication Principles

Be Respectful



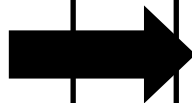
Respectful Two-Way
Communication

Be Responsible



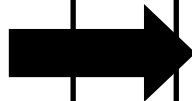
Information Provided
in a Timely Manner

Be Safe and Caring



Commitment to
paperless
communication (by
end of 2023)

Be Your Best



Focus on accuracy
and consistency of
information



CUNDERDIN DISTRICT HIGH SCHOOL

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