

St Mary's College Communications Policy



1.Rationale:

St Mary's College strives to be a welcoming, inclusive community in the spirit of Mercy hospitality and in accordance with the College's mission and values. The College seeks to work in partnership with parents and caregivers in the education of their daughters and recognises that successful two-way communication is integral to this partnership. The objective of communication is always to enhance learning opportunities and wellbeing of our students while strengthening the positive partnerships within our community with external bodies.

2.Policy:

St Mary's College is committed to using communication processes that build a positive and respectful work and learning environment for students, staff, parents and caregivers in order to educate, inform and inspire. Communication should aim to be timely and transparent and utilise channels that are accessible for the intended audience.

2.1 The College will provide information to parents and caregivers on a regular and timely basis primarily through digital channels. This includes (but is not limited to) BCE Connect, College website, Parent Portal, newsletter, email communication and social media accounts (Facebook and Instagram). Additionally, other communication streams include print, parent information sessions, parent groups, telephone, SMS and face-to-face and online meetings. Community members should expect acknowledged receipt of correspondence within two business days.

2.2 Your Posts and comments should help build and support the College Community. Your online behaviour should reflect the same standards of honesty, respect, and consideration that you use in face-to-face interactions, and be in accordance with the values and ethos of the College.

2.3 It is the responsibility of parents and caregivers, staff and students to ensure they access the College's communication channels in a timely manner.

2.4 Parents and caregivers will provide - in the communicated timeframe - any information requested by the College as necessary for the educational or business operations.

2.5 Parents and caregivers will make available - in the communicated timeframe - any information that will assist the College in providing high quality education for and ensuring the care and safety of students.

2.6 Parents and caregivers will ensure that the information they have provided to the College remains current and is factually accurate.

2.7 All communication will be respectful, professional and underpinned by adherence to appropriate privacy and confidentiality principles.

2.8 The need for disclosure of information includes notification of designated and concerned parties where appropriate, necessary or in order to be legislatively compliant. The level of communication will be directed by the Principal or the Principal's delegate.

2.9 The unauthorised recording (audio and/or visual) of staff, students or parents and caregivers is not permitted.

2.10 Communication on behalf of the College with external bodies, including the media, must be approved by the Principal in conjunction with Brisbane Catholic Education.

2.11 School brochures, publications, official letters and digital communication with the wider school community must conform to the St Mary's College style guide.

Related Documents:

Parent Engagement
Parent Code of Conduct
Staff Code of Conduct
College Style Guide
Email Guidelines
Communication Guidelines

Endorsed:	09/08/2023 - College Board
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To be reviewed annually
