



Purpose	The purpose of this policy is to contribute to effective communication between staff, students, parents/guardians and families and all parties that engage with the College.	
Scope	All workers and other persons in the College, including students and parents/guardians.	
Status	APPROVED	Supersedes:
Authorised by	Principal	Date of Authorisation: July 2018
References	St Patrick's College Townsville Privacy Policy St Patrick's College Townsville Media Consent St Patrick's College Townsville Staff Code of Conduct St Patrick's College Townsville Critical Incident Plan	
Review Date	Every 2 years	Review Date: February 2025
Policy Owner	St Patrick's College Townsville	

Respectful relationships through respectful communication is the common thread in living out the Mercy values at St Patrick's College Townsville. This policy sets the expectations for communication with and between all persons involved in the day to day life of the College – including, but not limited to, teachers, staff, students, parents/guardians, contractors, suppliers and visitors.

Respectful and effective communication is essential to providing the best possible education and educational experience for our students. It requires that all parties feel able to communicate their aspirations, ideas and concerns, where appropriate, in contributing to maintaining and improving an inclusive, respectful and positive College community.

The College seeks to work closely and effectively with all stakeholders and in doing so, we uphold the following accountabilities.

PARENTS/ GUARDIANS

Communication to parents/guardians

The College is committed to ensuring all communications with parents/guardians are respectful, professional, timely and confidential where appropriate.

The College will provide information to parents/guardian on a regular and timely basis using electronic and written means as and where appropriate. In addition, parents/guardians will be invited to a range of events including information sessions, academic conferences and meetings as determined necessary by the College in ensuring the best educational outcomes for their daughters.

In general, the main forms of communication with parents/guardians will be:

- College newsletters (every three weeks via email and available on the website)
- College website (College Notices section available on the Home Page)
- College Facebook (Both information updates and promotional news)
- SMS
- Email

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- Letters sent home with students
- Phone calls by teachers or other staff members where necessary and appropriate
- Other social media channels are purely for promotional purposes.

Please note: In the event that a parent/guardian does not have access to email or mobile phones (for SMS or calls), every effort will be made to ensure written communication is provided, although it must be noted that the timeliness of some of this information may be compromised.

In situations of emergency (e.g.: severe weather events) the College will refer to the St Patrick's College Townsville Critical Incident Plan and communication with parents/guardians and other stakeholders is outlined within this document. Please note, in a situation of emergency, all possible communication channels will be employed, based on what is available, appropriate and safe.

Information regarding College policies and procedures are available on the College website and Learning Hub, and those relevant to students are listed in the College Diary (eg: Uniform Expectations, Student Code of Conduct etc).

It is the responsibility of parents/guardians to ensure they access the College communication channels and are across these regular updates.

Communication between the College and media is guided by the College Media Consent document which parents/guardians are asked to sign on enrolment and are able to update if circumstances change.

All external communications from the College, both printed and electronic, will be guided by the College Branding Style Guide.

Communication by parents/guardians

- It is expected that parents/guardians will provide, in a timely manner, any information requested by the College as necessary for the educational or business operations of the College.
- It is expected that parents/guardians will provide, in a timely manner, any significant information that will assist the College in providing high quality education for, and ensuring the care and safety of their daughters. This includes updates on student medical, media consent and legal documents pertaining to custody matters.
- It is expected that parents/guardians will ensure that the information they have provided to the College regarding contact details, medical, media consent and other related matters remains current.
- Parents/guardians are expected to remain respectful in all written and electronic communications with the College.
- Parents/guardians are expected to be respectful in all communications with teachers and staff including face-to-face interactions and meetings.
- Parents/guardians are expected to be aware of College policies and procedures (as available on the College website and Learning Hub) in particular with regard to the Critical Incident Plan and communication processes involved (e.g. severe weather events)
- All information provided by parents/guardians is treated under the guidelines of the College Privacy Policy.

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COLLEGE STAFF COMMUNICATION

Regular communication at the College is carried out in the following ways:

- Weekly academic staff briefings
- Regular staff meetings
- Regular meetings (Faculty, Pastoral, CLT)
- All Staff emails where necessary and appropriate (usually disseminated by members of College Leadership Team or Middle Leadership Team)
- Electronic daily news items via Learning Hub
- Information boards in the Staff Room
- Consultation with staff when necessary, appropriate and that is consistent with effective College management.

All new members of staff are provided with a formal induction; however, the following relates to the day-to-day communications between colleagues, faculties, students, parents/guardians, contractors, volunteers and the wider community.

- All teachers and staff are required to keep all written and electronic communications professional and respectful. This includes appropriate salutation and closing in emails and less formal communications.
- All teachers and staff are required to remain professional and respectful in all communications including face-to-face.
- No member of staff, other than the Principal or his/her delegate (e.g.: Deputy Principal or Marketing & Communications Manager) is to communicate with the media regarding College issues or other issues that may affect the College or persons involved in the College.
- All media enquiries are to be directed in the first instance to the Marketing & Communications Manager or Principal (or delegate) in his/her absence.
- All teachers and members of staff are required to abide by the Staff Code of Conduct, with particular reference to the use of social media.
- All staff are required to use the College branding templates provided for letters, PowerPoint presentations, flyers, faxes, invitations, certificates etc.
- All staff at the College are to use the official College branded email signature.
- All staff are required to gain approval from the Principal, Deputy Principal or relevant member of College Leadership Team before sending letters or other forms of communication to parents/guardians or the wider community, in particular with advertising events or activities.
- All staff are expected to be aware of College policies and procedures (as available on the College website or Learning Hub) in particular with regard to the communication processes involved in the Critical Incident Plan.
- It is the responsibility of all teachers and staff to ensure they access the College communication channels and are across these regular updates e.g.: newsletters, website.
- Teachers and staff are encouraged to follow and support the College social media platforms.

OTHER STAKEHOLDERS

The College is committed to ensuring that all formal communications to other stakeholders, both internal and external, formal and informal, are professional and respectful and in line with the Mercy values.

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ST PATRICK'S COLLEGE
TOWNSVILLE

COMMUNICATIONS POLICY

It is expected that all staff of the College will uphold this commitment in their day-to-day dealings with people and parties that are involved in or visit the College. This relates to written, electronic and face-to-face/voice communications, both formal and informal.

Notes:

** The use of Facebook and other social media platforms is not a primary communication tool for College news and updates. It is not considered compulsory for parents/guardians to be using this technology; however, it is encouraged as it is a wonderful community building tool for sharing activities and events as they happen.*

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