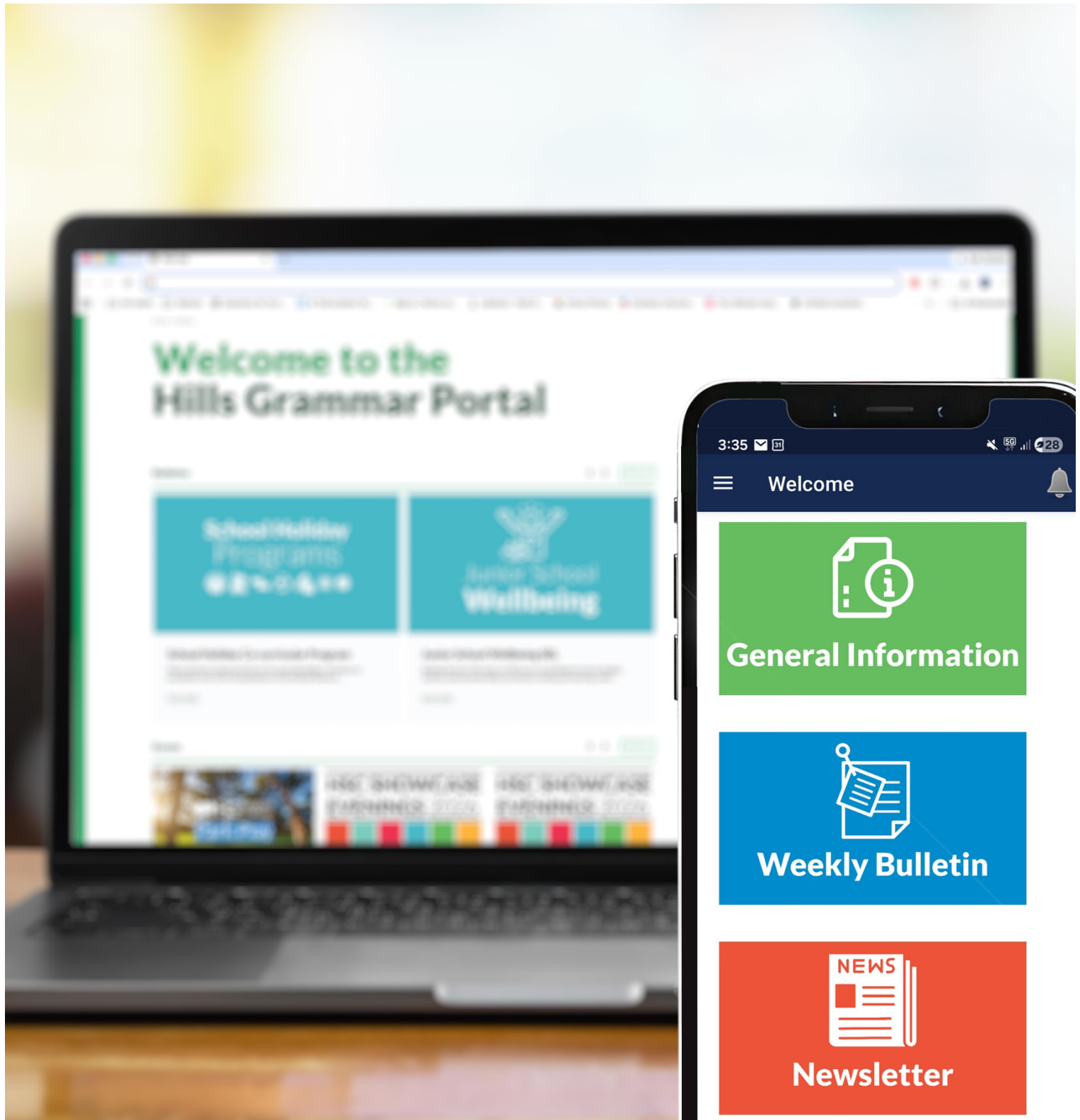


Parent Communication Guidelines



Hills
Grammar





Parent Communication Guidelines

Approval and Review	Details
Document Owner	Deputy Principal
Responsibility	Deputy Principal
Approver	Principal
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Purpose

The purpose of this policy is to provide guidelines for positive, clear and effective communication between the School and community members to assist in providing a mutually supportive environment that will enable our students to meet their full potential. Our relationship with our parents and the community is very important to us.

Scope

This policy covers communication, both formal and informal, between the School and parents/guardians including:

- General School Communication
- Structured parent/teacher communications
- Online communications including social media
- Parent-initiated communications with teachers with respect to their child
- Parent-initiated communications with respect to operational matters
- Complaints management

The Policy outlines the main ways in which Hills Grammar seeks to facilitate both formal and informal communication between the School and parents/guardians and the general expectations on staff and parents/guardians, with respect to any communications.

Primary Forms of Communication

General School Communications to Parents/Guardians

General informal School communications to parents/guardians are facilitated through a range of media and platforms. **It is the parents'/guardians' responsibility to ensure they review this information regularly to stay up to date with occurrences at the School.**

All Hills Grammar families must set up their personal HG Engage (SEQTA) account to ensure they are able to access necessary communications from the School. It is the **parents'/guardians' responsibility to ensure they review HG Engage (SEQTA) regularly** to stay up to date.

The School communicates with families through the following communications channels:

- The HG Engage App – powered by SEQTA – specifically through the
 - Welcome page
 - Timetable – including excursions
 - Push Notifications
 - Portal Pages for General and Year group information
 - Assessments and reporting
- Parent Portal
 - The Weekly Bulletin – issued via HG Engage (SEQTA)
 - Twice Termly Newsletter – issued via HG Engage (SEQTA)
 - General Information Page that contains details regarding school operations that are helpful to parents
- Occasional emails highlighting important information pertaining to the whole School or a year group
- Excursion notifications sent via Consent2Go
- Letters by post – used where email is not deemed appropriate
- School Facebook / Instagram or LinkedIn page

Structured Parent/Teacher Communications

Formal structured parent/teacher communications are facilitated throughout the year via:

- Parent/teacher interviews
- Phone and email communication
- Parent/guardian information evenings, such as subject selection, wellbeing, and co-curricular programs
- Continuous student feedback accessed via HG Engage (SEQTA)

Parent-Initiated Communication with Teachers

Hills Grammar teachers are professionals who have multiple responsibilities outside of their direct teaching commitments. Therefore, it may be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- ECEC
 - All enquiries should be addressed to the child's room leader, followed by the Nominated Supervisor of ECEC

- Junior School
 - Enquiries relating to specific performance or educational issues should be addressed to the classroom teacher via email.
 - General curriculum enquiries should be addressed to the classroom teacher, Year Co-ordinator, followed by the Assistant Head of Junior School and Head of Junior School.
 - Wellbeing enquiries should be addressed to the classroom teacher, and then the Assistant Head of Junior School and Head of Junior School.
- Senior School
 - Enquiries relating to specific performance or educational issues should be addressed to the subject teacher via email.
 - General curriculum enquiries should be addressed to the subject teacher, Head of Department, followed by the Director of Learning and Teaching Pre-K – 12.
 - Wellbeing enquiries should be addressed to the student's Mentor, relevant Head of Year, and then the Head of Wellbeing 7 – 12 and Deputy Principal / Head of Senior School.

When seeking to arrange a meeting, parents should make a formal appointment for either a telephone conversation, online conversation or a face-to-face meeting.

If a parent or guardian is dissatisfied with the response of a teacher, they should request an appointment with the relevant person as noted above.

Social Media Management

As part of our ongoing commitment to student and family privacy, the School aims to avoid posting identifiable information about any particular student. For example:

- The School does not post captions containing a student's surname.
- The School aims to limit identifying student classes, and will rather use the applicable school the student is associated with – ECEC, Junior or Senior School.
- The School will not use any images of students where inappropriate or revealing clothing is worn.
- The School does not post any content before or during an event that may reveal the location of the event e.g. an excursion.
- Families are formally asked to review their media permissions annually.

Expected Standards of Behaviour

The School is built on the core values of Respect, Integrity, Service and Excellence and on the behaviours and attitudes these qualities engender.

Courteous & Respectful Behaviour

The School's staff endeavour to be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/guardians and others to be courteous and respectful with our staff, especially to set an example for their children. Parents/guardians are expected to always abide by the School's Parent Code of Conduct, and all communications with teachers and School staff should be approached and conducted in a courteous and respectful, calm and reasonable manner.

Public Criticism to be Avoided

Confrontation and criticism in public is to be avoided at all times, as are sarcasm, derogatory remarks, all forms of hate speech, inappropriate familiarity and offensive comments.

Chat Groups

The School maintains its own social media presence and manages and moderates this content (see above).

HG Parent Connectors are volunteers and may establish messaging groups for specific purposes. These groups are designed to provide a meaningful service to families to support with simple matters but are not official school communication channels.

These messaging groups are not appropriate forums to discuss individual children, raise concerns about school matters or anyway replace the formal communication methods that are conducted by the School. HG Parent Connectors are not employees of the School and their role as volunteers should be respected at all times.

Other messaging or social media sites are not affiliated or managed by the School. Therefore any groups or pages created to connect parents or others cannot have the following:

- Identifiable School branding including logo
- Hills Grammar in the page name, including abbreviations or derivatives of such as HG, THGS etc

When interacting on these private pages and on any public forum parents should be mindful of the following

- Under no circumstances should disrespectful or offensive comments be made about staff, students, parents or the School in general. Parents are requested not to comment on nor forward unsupported information.
- Parents should never discuss sensitive school matters with other parents using social media, chat rooms, blogs and other communication platforms.
- The School's anti-bullying and harassment policies and Codes of Conduct apply to activities that are both online and in the physical workplace.
- No photographs of students from the School (with the exception of a parent/s own children and where approved by the relevant parent/s from time to time) are to be posted.
- School staff members are not permitted to either make or accept invitations to or from parents to join Social Media sites.
- Limit tagging photos of students and avoid including information in the comments that have intentionally been omitted (see the Social Media Management section for these guidelines).

Complaints

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher, Mentor Head of Department, or another member of Hills Grammar's staff, they may lodge a formal complaint that will be dealt with in accordance with our Complaints Resolution Policy, which is available on the School's website.

Emergencies

Parents/guardians **should not communicate** with their child during school hours.

In the event of an emergency, parents/guardians are requested to contact the Student Office and notify them of the nature of the emergency. Staff members will then facilitate communication between the parent/guardian and student.

Teachers' Responsibilities

The School encourages teachers to take responsibility for:

- Providing appropriate opportunities and/or programmes for parents/guardians to be involved and engaged in their children's learning.
- Establishing and maintaining respectful collaborative relationships with parents/guardians regarding their children's learning and wellbeing, including responsiveness in all communications with parents/guardians about their children's learning and wellbeing.

Related Documents

- [Conditions of Enrolment](#)
- [Community Code of Conduct](#)
- [Complaints Resolution Policy](#)
- [Child Protection Policy](#)