



## COMMUNICATION POLICY

**School:** Lanyon High School

**Publication Date:** March 2024

**Review Date:** Term 4 2024

### **1. POLICY STATEMENT**

- 1.1 Lanyon High School in conjunction with the School Board will develop and implement an ACT Public School Communication Policy to ensure effective school and community communication is maintained.

### **2. RATIONALE**

- 2.1 It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

### **3. COMMUNICATION PROCEDURES**

#### **3.1 Email Contact**

- 3.1.1. Communication by email is the preferred method through: [lanyonhsinfo@ed.act.edu.au](mailto:lanyonhsinfo@ed.act.edu.au)
- 3.1.2. Teachers want to respond to parent queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.
- 3.1.3. Parents and carers may use staff email addresses (firstname.surname@ed.act.edu.au) if they need to contact staff directly, noting that teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time. We aim to respond to parents and carers as soon as possible and within three working days. Part-time staff may take longer to reply.

#### **3.2 Phone Contact**

- 3.2.1. Parents and carers are asked to use the main reception number to leave a message for a teacher to contact you or to raise an enquiry: (02) 61421800
- 3.2.2. Reception staff will relay messages to teachers as soon as possible.
- 3.2.3. If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- 3.2.4. We will try to respond to you within three working days, if not sooner.
- 3.2.5. Please note, lessons will never be interrupted for teachers to take calls.



### 3.3 Meetings

3.3.1. The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

1. Classroom Teacher (if query is relevant to a specific subject)/ PC Teacher (if query is wellbeing related)
2. Executive Teacher (if query is relevant to a specific subject) Student Services Executive (if query is wellbeing related)
3. Deputy Principal (Shannon Carnovale for Wellbeing / Rebecca Cusick for Curriculum)
4. Principal

3.3.2. Meetings should always be pre-arranged with members of staff

3.3.3. If parents and carers urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, we ask families to please phone ahead and the reception staff will do their best to find a senior member of staff to provide support.

3.3.4. For non-urgent meetings we will aim to meet with families within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

### 3.4 Contacting Families

3.4.1. Our preferred method of contacting you is via email or phone.

3.4.2. The school also provides a range of opportunities to share information about students' learning and progress throughout the year, including meet the teacher evening, newsletters, mid-semester reports, semester reports, parent-teacher interviews, curriculum documents available on the school website, and on social media.

3.4.3. If our school staff identify any concerns about a student's learning or behaviour, or have other matters that need to be discussed, they will contact you as soon as possible.

### 3.5 Social Media

3.5.1. We use our social media channels to promote student achievements, subject information and generic educational information. Some of this information can also be found on the school website. You can find these by searching Lanyon High School on Facebook and Instagram. Our school logo is the profile picture and should help families locate the official pages that the school manages.

### 3.6 No Response

3.6.1. If you have not received a response from the school within three working days, please contact the school by emailing [lanyonhsinfo@ed.act.edu.au](mailto:lanyonhsinfo@ed.act.edu.au) and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

## 4. CONTACT INFORMATION

<b>School Reception</b>	Ph: (02) 61421800 <a href="mailto:lanyonhsinfo@ed.act.edu.au">lanyonhsinfo@ed.act.edu.au</a>
<b>School Website</b>	<a href="https://www.lanyonhs.act.edu.au/">https://www.lanyonhs.act.edu.au/</a>
<b>ACT Education Website</b>	<a href="http://www.education.act.gov.au">www.education.act.gov.au</a>
<b>Feedback and Complaints</b>	Ph: 6205 5429 <a href="http://www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries">www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries</a>



# LANYON HIGH SCHOOL



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CONDER ACT 2906  
[lanyonHSinfo@ed.act.edu.au](mailto:lanyonHSinfo@ed.act.edu.au)  
(02) 6142 1800

*We are a community fostering excellence in  
learning, inclusivity and active citizenship*