



St Mary's Communication Policy

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St Mary's College recognises the centrality of good relationships between students, staff and parents in the learning process and seeks, at all times, to ensure communication is positive and productive. This communication document describes the College's expected standards of respectful engagement and communication for all members of the community.

This document reflects our College's Mission and Vision.

To promote communication at St Mary's College we have a Chain of Care and Concern to enable communication and discussion of learning and wellbeing at the most appropriate level. We believe our students are best served by effective, positive communication at the lowest possible level and advise that discussions follow the sequence below and only progress if a suitable resolution is not forthcoming.

PASTORAL BASED CONCERN	LEARNING BASED CONCERN
PC Teacher <ul style="list-style-type: none"> ↻ Pastoral Leader ↻ Deputy Principal ↻ Principal ↻ BCE Senior Leader 	Subject Teacher <ul style="list-style-type: none"> ↻ Curriculum Leader ↻ Asst Principal Learning & Teaching ↻ Deputy Principal ↻ Principal ↻ BCE Senior Leader

Our guiding communication protocols are based on the following:

Communication

- Preference for verbal communication.
- Use of formal, professional language
- All communication is formed as if face to face
- Listen to understand, not to respond
- Have a clear communication goal – to seek or contribute information or request action
- All communication should be solution focussed
- Be appropriately attired for face to face and video communication
- Be patient with enquiries – a response time of 24 - 48 hours within business hours is reasonable
- Seek to solve problems independently first
- Regulate use of digital technologies for school related communication to between 8.00am and 4.00pm on school days only
- Ensure confidentiality of communication as appropriate to context

Responsibility for Implementation:	Principal
Policy status:	Version 2
Key stakeholders:	Staff
Endorsement Body:	Senior Leadership Team
Policy Author:	Principal
Date of Review:	2025
Date of Scheduled Review:	2028

The content of this policy can be changed at the College's discretion at any time without notification.