

## **CMS Communications Charter**

School works best with a strong partnership between our staff team and a child's family. When parents and school staff share information, model respect, and give consistent messages, children are inspired to grow, learn, and achieve their full potential.

This charter outlines the standards that Canberra Montessori School expects from all staff when communicating with parents, and with each other. Respectful, open, and timely communication is at the heart of a strong relationship. The protocols in this charter will ensure that all community members work together in a positive and respectful manner to ensure the growth and learning of all students and the positive wellbeing of all stakeholders.

### **What parents can expect**

- Every communication from CMS will be polite, courteous, and respectful
- Parent communications will be acknowledged within one working day and responded to within two working days.
- Regular communication from the school (Newsletters, Transparent Classroom updates etc.)
- Scheduled opportunities to meet with your class Director
- Other opportunities to meet with Directors and School Leadership by appointment, when necessary, required, or desired
- Updates regarding important developments in your child's class
- Updates regarding important school wide developments or information
- Notification of any serious single issue or ongoing issues concerning your child
- Regular opportunities to provide feedback (through surveys, meetings etc.)

Many at Canberra Montessori School will exceed these expectations, however these are the minimum expectations for all staff members.

### **What parents cannot expect**

- School staff returning calls after work hours
- Emails to be answered in the evenings or weekends
- Access to staff private phone numbers or emails

### **When should you contact your Class Director?**

- Changes in family circumstances
- Medical issues that change or arise
- Safety issues or changes in behaviour at home
- If you have concerns about your child's academic or social progress
- When you can't keep a scheduled appointment
- If your child has contagious disease or infection

### **What information should be communicated to the school Administration Team?**

- Absence due to sickness
- Planned absences, (e.g., medical appointments). Please note that there is an approval process for holidays planned during term time (requiring principal approval)
- Any issues related to custody or access
- Changes in address or contact details

### **When you have last minute information for your Class Director**

- Please phone call to reception and the message will be passed on urgently

### **When should I contact the Principal?**

- Whenever you would like (please be in touch), but specifically:
  - For most discussions, your class Director will be parents' first point of contact. However, where conversations involve conflict, other families, or dissatisfaction with any aspect of the school, members of the school leadership team should be involved.
  - Either a staff member or a parent may request the involvement of the school leadership team at any time.

### **Communication that interferes with teaching and learning**

- Speaking to a staff member disrespectfully or angrily, especially in front of your child or other students
- Talking to other parents rather than discussing issues directly with staff members

Remember that you are the model of how you want your child to communicate.

### **To increase mutual respect, remember**

- Teachers and school staff can make mistakes; they're human, too
- Teachers and school staff have their own families and lives; respect their privacy
- We're all on the same team - your child's support team
- Recognise that we won't always agree, but we promise to listen
- Speak positively in front of your child