

## **COMMUNICATIONS POLICY**

### **Internal communication:**

#### **a. Daily Bulletins: Staff and Students**

AIPAH have daily bulletins to help keep staff and students informed about general happenings on a daily basis.

- i. The AIPAH bulletin is printed and placed in the Homeroom folder to be read out during Homeroom each morning.
- ii. The AIPAH bulletin copy is also displayed on the notice board (located between the Staff Room and the kitchen).
- iii. The AIPAH bulletin is also emailed to AIPAH & Admin staff as well as placed on to ePal first thing each morning.

Items to be posted in the AIPAH bulletin, must be emailed to the [principal@aipah.nsw.edu.au](mailto:principal@aipah.nsw.edu.au) before 3pm the day prior.

#### **b. E-mail:**

Our preferred method of communication is email. The email is to be sent to the individual from whom an action or response is required or for whom direct knowledge of the content of the email is required. If the content of the email is only relevant for an individual's information, then they are to be included as a CC to the email. Do not include staff members on emails if the content is not relevant to them.

#### **c. Hard copy Letters:**

Letters will be mailed if there is no response from the e-mail and/or if the email contact is not valid or functioning.

Letters will also be sent when responses with signatures are required.

### **External communication:**

- i. Latest news and events are posted on the AIPAH's website and intranet (ePAL).
- ii. The weekly electronic newsletter (AIPAH eUpdate) is sent to families via email and will also be posted on the school website and intranet.
- iii. Email: Our preferred method of communication is our first method of communication
- iv. Hard copy letters are mailed when
  - a. there is no response from the email
  - b. the email contact is not valid or functioning.
  - c. there is no response to/acknowledgement of the email, if required
  - d. when responses with signatures are required

- e. to ensure receipt of important information, if and when there is any doubt as to whether the recipient has received the email

### **Communication Time:**

- i. All information is to be communicated both internally [staff and students] and externally [parents and designated authorities] within the shortest time frame possible from receipt of the information/decision to ensure minimum disruption and allow for maximum adjustment should the circumstances require change.
- ii. Formal responses to any communication must also be made in the shortest time frame possible, and should not take longer than 10[ten] working days from receipt of the original communication.
- iii. With the exception of information regarding welfare arrangements for students, 10 [ten] working days from the date of the communication will be allowed for acknowledgement of receipt of information and/or 14[fourteen] working days for receipt of hard copy returns.
- iv. Depending on circumstance, queries relating to the welfare of a student requires an immediate response, but no longer than 3[three] days before additional and/or further action is required.
- v. Information notifying the school community [parents and students] and designated authorities [e.g. DEEWR, DIAC & VETAB] of an intention to relocate the school campus and/or head office must be made at least 20[twenty] working days before the intended relocation or within the stipulated time frame of that designated authority [e.g. 3months written notice of an intention to move a school to the NSW Board of Studies].
- vi. Information notifying off-shore/international students\*, of an intention to relocate the school campus and/or head office must also be made at least 20[twenty] working days before the intended relocation. Where applicable this information must also be made available to the parents and agent at the same time.

\* [Students who have been accepted/enrolled at the school, have been granted a visa but have not yet commenced study]