



MASADA COLLEGE

Parent Communications Flowchart

DOCUMENT NAME	Communications Flowchart
APPLIES TO	Whole College
CONTACT PERSON	College Principal
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Parent Communications Flowchart

Masada College strives to build a supportive environment where members of the College community feel informed, valued and connected. Effective and clear communication is vital in the creation of a supportive environment defined by positive and trusting relationships between all members of the College community. Communication between students, parents and staff at Masada College should be characterised by honesty, integrity and respect, qualities that underpin the College's values. The College understands the importance of openness and shared responsibility between parents and staff, and is therefore committed to the maintenance of effective channels of communication.

Masada College consistently seeks to promote and share the life of the College; communication with parents is therefore facilitated through various channels, including:

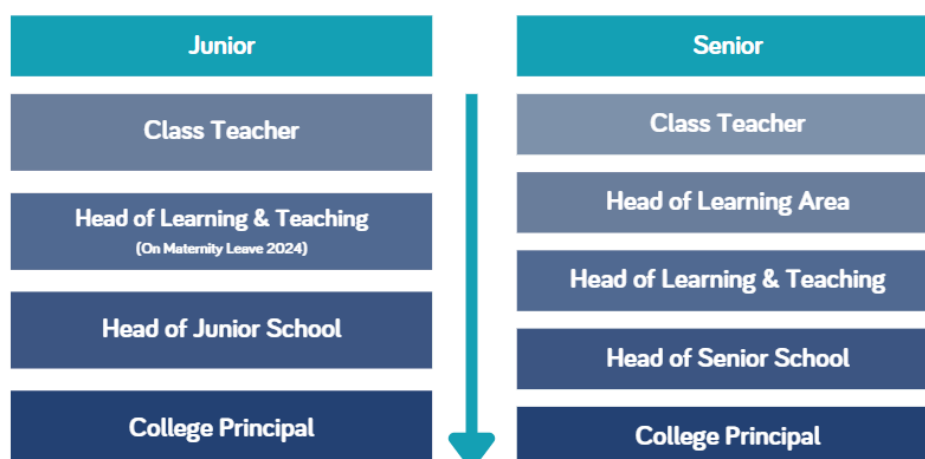
- the fortnightly College newsletter
- the College website and Masada College App
- email
- the College's annual report and other publications, such as the Masadian Yearbook.
- social media platforms (Facebook and Instagram)
- SMS

Additionally, College Tours, Experience Days and Information Nights, and other community events, serve to increase the level of communication between staff, parents and the wider College community, and enhance student outcomes.

There are times that arise, however, that require parents to contact the College directly. The following communication process charts have been designed to assist parents and caregivers in determining which member of staff they should contact regarding the academic progress or wellbeing of their child. The flowcharts indicate the most appropriate manner for specific issues to be directed, so they can be dealt with in a proactive and efficient manner.

Academic Concerns

General questions about the curriculum or a student's progress should in the first instance be addressed to the class/subject teacher via the student organiser. If, however, the parent wishes to extend this academic query or concern, please refer to the diagram below:



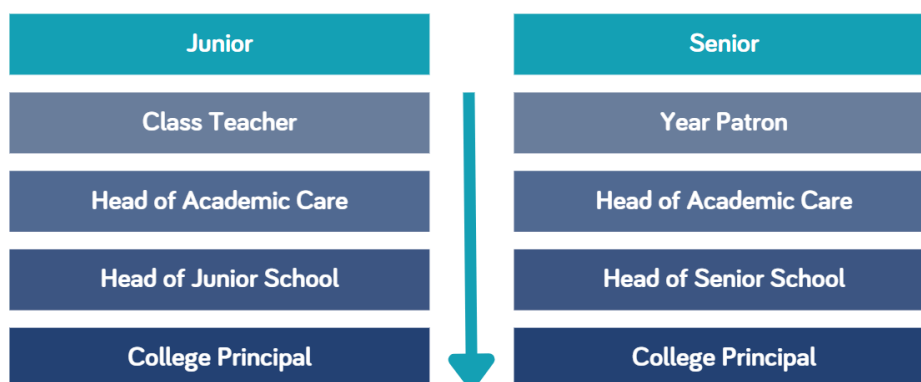
Student Wellbeing

Wellbeing refers to a person's physical, mental, emotional and social health. Wellbeing is strongly linked to life satisfaction. Wellbeing is often described as how you feel about yourself and your life.

At Masada College, concerns about wellbeing may include the following areas:

- Mental health
- Peer relationships
- Specific physical and learning support needs

If a parent wishes to inform the College about a wellbeing issue, please refer to the diagram below:



Jewish Life

For Jewish Life/prayers from a whole College perspective, please contact Mrs Shterny Dadon, College Head of Jewish Life via email (sdadon@staff.masada.nsw.edu.au).

General Concerns

More general concerns relating to College events (Information Evenings, Graduation services etc) or Cocurricular activities such as Sport, SES, debating, etc. can be directed in the following manner.

Junior

For general concerns related to the Junior school, please contact the EA to the Head of Junior School, who will disseminate your enquiry appropriately. Mrs Karen Gunasekara (Head of Junior School) is responsible for the general day-to-day running of the Junior School and its events. Mrs Gunasekara is also responsible for the management of serious student behaviour or inappropriate behaviour that occurs outside of the classroom.

Senior

For general concerns related to the Senior school, please contact the EA to the Head of Senior School, who will disseminate your enquiry appropriately. Mr Ryan Gill (Deputy Principal and Head of Senior School) is responsible for the general day-to-day running of the Senior School and its events. Mr Gill is also responsible for the management of serious student behaviour and their consequences, as well as inappropriate behaviour that occurs outside of the classroom.

Whole College

For general concerns related to whole college events, please contact the Main Office staff, who will disseminate your enquiry appropriately.

Communication Expectations of Masada College Community

It is expected that parents and guardians direct their concerns to the appropriate staff member as outlined above. If at any time a parent or guardian is unsure as to whom to direct their enquiry, please contact College Reception on (02) 9449 3744.

Parents should not immediately refer their concerns to a higher authority, with the hope that the matter will be resolved more speedily. Only if the matter cannot be resolved at the initial level will the concern progress to the next person of responsibility.

Parents are expected to uphold the values of the College in all their communications with members of staff. Whether in verbal or written form, communication characterised by intimidation or bullying, or deemed as threatening, will not be tolerated; staff will be instructed to terminate such contact immediately and advise the Principal. Likewise, parents can expect all staff members to demonstrate professionalism in all their dealings, treating them with courtesy as they work together for a common purpose - the education and wellbeing of the student.

Masada College staff will endeavour to respond to all concerns or queries from parents within two working days. Staff members will be available during office hours (Monday –Friday 8:00am-4:00pm) and are not expected to respond to emails or phone calls outside these hours. Whilst the College is committed to addressing all concerns promptly and in a speedy manner, there are circumstances that often prevent staff from providing an immediate resolution. In such cases, it is requested that parents exercise patience and demonstrate understanding of the many demands of teachers, as they seek to resolve the matter as soon as possible.

All College -related matters should be referred to Masada College, and parents should not contact or approach other students or parents directly about such issues.

Parents can also expect that all information provided to the College will be managed in a manner consistent with community expectations, professional standards and legal obligations.

If parents wish to restrict access of any information provided to the College, it is requested that parents make this known at the time of contact. If a parent is dissatisfied with the conduct or outcome of their communication with a staff member at Masada College, they are encouraged to lodge a complaint.

More information about our Complaints and Grievance Resolution Policy can be found on the College website.