



**Bali Island School**  
for a World-Class Education

# Constructive Communication Guidelines



## Rationale for this Document

Constructive school communication is essential for a healthy school environment. It nurtures empathetic and positive assumptions about all stakeholders. A desire for student success is the number one thing that ties all school stakeholders together. Parents need to have clear guidelines as to what the communication channels are that should be pursued in raising queries or concerns. This document also aims to clarify what we believe a culture of constructive communication looks like at Bali Island School (BIS).

A healthy school is one where all stakeholders, regardless of their role, can speak to one another, attain clarity on a matter and address differences of opinion.

An overall culture of positive assumption, mutual respect and open dialogue can be nurtured when stakeholders feel safe and respected, can respectfully pose questions as individuals or as a group, and when all staff and the leadership team has an open door to hear concerns, are reflective, and respond in a principled way.

All parties should act with integrity and honesty, with a sense of fairness and justice, and with respect for the dignity and rights of all members of the community.

BIS is committed to fostering a respectful school culture that enables honest and reflective dialogue. We will collectively take responsibility for nurturing a positive learning environment.

## Class Representatives

Class Representatives are nominated at the beginning of each academic year and volunteer to serve as a representative for each class. The key roles for these Reps are as follows;

- Serve as the link between Class Teacher and Parent Group to coordinate matters as and when required
- Welcome and help orientate / support new parents in the class into the school
- Establish and manage a **Class Whatsapp Broadcast Group**
  - Facilitate communication between school and grade level parents
  - Maintain a positive climate within the messaging
  - Redirect individuals to agreed upon communication channels as required
- Foster a sense of belonging and community for each class group
- Share information as may be required
- Guide parents as may be required to other communication platforms or to the relevant channels.

If the Parent Representative chooses to not make the Whatsapp Group a Broadcast Group then BIS respectfully asks parents to mind the following Parent WhatsApp Group Norms:

1. Be mindful of your audience/group and respect their sensibilities.
2. Refrain from “chatting” with one or two people in a group.
3. Avoid gossip and the rumour mill.
4. Be conscious of how frequently you send messages and when you send them.
5. Evaluate the usefulness of your messages to others –  
Does everyone really need to know this?
6. Evaluate your information before you hit ‘send’ –  
Is your information accurate and reliable? and  
Could it, unintentionally, cause others unnecessary worry or anxiety?
7. If you’re angry, put your phone down.
8. Don’t post anything you would feel uncomfortable saying to a person’s face, including to your child’s teacher or coach.
9. Avoid debate and argument – WhatsApp is not the right forum for it.

10. Be aware of your tone in any message you send – and remember, it can be more difficult and take more effort to capture tone in writing than verbally.
11. Avoid sarcasm if there's a chance your humor could be misinterpreted.
12. Avoid profanity or any words/phrases that should not be used in a family environment.
13. Don't assume your group chat is private –  
it's not, regardless of your intentions and assumptions.
14. Keep your posts short and to the point.
15. Be a role model in your use of social media that your own children can respect!

BIS uses a number of various social media platforms to engage with our parents. Each platform has a different function and is outlined as follows;

	<b>Platform / Tool</b>	<b>Function</b>
1	Email	For updates, calendar, short announcements.
2	Facebook	Used to celebrate events and share photographs and videos.
3	Twitter	Share progress on initiatives and student learning.
4	Instagram	Share progress on initiatives and student learning.
5	Website	Repository of information about the school for prospective parents and public policies.
6	eNews	Weekly information about each of the Departments – Primary, Secondary, Whole School, Athletics, Service.
7	Whatsapp	For Each Class Group

### **Building Trust**

Trust is fundamental to a school. Once trust is built individuals can master the healthy and respectful conflict that moves organizational ideas forward, commit to their role, develop accountability for their role and focus attention on student learning. Trust at its core, is achieved by always doing the right thing and acting and communicating with honesty and integrity. Timely communication is also extremely important and we commit to providing as much notice as reasonably possible.

### **Raising Concerns and Queries**

In order to ensure swift and effective dealing with concerns or queries, the following channels are to be followed;

#### **1. Concerning a Class / Subject Teacher**

- a. Communicate with the staff member concerned directly preferably in person.
- b. If not resolved, see the Head of School.

#### **2. Concerning a Teacher Assistant**

- a. Communicate with the teacher of the TA concerned directly preferably in person or via email.
- b. If not resolved, see the Head of School.

#### **3. Concerning a Sports Coach or Physical Education Teacher or related matter**

- a. Communicate with the staff member concerned directly preferably in person or via email.

- b. If not resolved, see the Student Life Coordinator.
- c. If not resolved, see the Head of School.
- 4. Concerning a Primary School or Secondary School matter**
  - a. Communicate with the Head of School.
- 5. Concerning a Grounds / Buildings Maintenance / Hygiene matter**
  - a. Communicate with the school secretary of the Primary Division, Secondary Division or Head of School as relevant.
  - b. If not resolved, see the Head of School.
- 6. Concerning matters related to Child Protection.**
  - a. Meet in person with the Child Protection officer.
  - b. If not resolved, see the Head of School.
- 7. Concerning an Admissions matter**
  - a. Communicate with the Admissions Officer preferably in person.
  - b. If not resolved, see the Head of School.
- 8. Concerning a Financial matter**
  - a. Communicate with the School Business Manager preferably in person or via email.
  - b. If not resolved, see the Head of School.
- 9. Concerning a Uniform matter**
  - a. Communicate with the Administration Office Manager.
  - b. If not resolved, see the Head of School.
- 10. Concerning a school function / calendar matter**
  - a. Communicate with the Head of School.

In the highly unlikely event that a matter has not been resolved ultimately by the Head of School, the Chair of the BIS Board of Governors may be contacted. This must be done in writing. Grievances shall only be considered by the Board when filed in writing, clearly specifying the grounds of the issue and signed by the submitting party. At the Chair's discretion such grievances shall be considered in Full Board or in Sub-Committee Session. The BIS Board will not respond to anonymous complaints.

### **Making Compliments**

We appreciate the incredible efforts members of our community make on an on-going basis and when the need is felt to make a compliment the above channels can be used as well.

### **Representatives and Contact Details**

At the beginning of each year, parents will receive a document that outlines the relevant staff by whom your child will be taught and their emails will be provided there-in. For meeting with, or emailing any of the other staff or board members as outlined in the channels above, please contact the relevant school secretary who will gladly assist you further.

### **Key Contact Details**

<b>Name</b>	<b>Position</b>	<b>Email Address</b>
I Gusti Putu Wisesa	Board Chair	BIS-board@baliis.net
Garth Wyncoll	Head of School, Child Protection Officer	headofschool@baliis.net
Dennyati Purbandari	Primary Secretary	primarysecretary@baliis.net

Putu Rianasari	Secondary Secretary	secondarysecretary@baliis.net
Javier Lamas	Student Life Coordinator, Child Protection Officer	jlamas@baliis.net
Noortje Janssen	Counselor and Child Protection Officer	counselor@baliis.net
Lilik Daniel	Admissions	admissions@baliis.net
Tjok Dewi	Accounting	accounting@baliis.net
Atik Hanayani	Human Resources Manager	hr@baliis.net