



St Augustine Primary School FACEBOOK GUIDELINES

This is an online community resource for the parents of children attending St Augustine Primary School from Kindergarten to Year Six. *It is a closed group meaning that only approved members can view posts and comments.*

These guidelines are in place to protect and ensure the smooth running of the online community of St Augustine Primary School.

It is expected that the integrity of the school is maintained and promoted

Any such post which puts into question the reputation of the school, will be deleted by the administrator group as this does not fit with the intention and spirit behind this page. If you have any issues or concerns regarding the school, please address these directly with the school.

As role models to our children, please ensure language is appropriate and offensive words or phrases are prohibited

Any post with such language will be deleted at the administrations discretion. Likewise, hostility towards another member or comments that are discriminative will not be tolerated and deleted by the administrator group.

Grievances

As a supportive school community, we hope that most grievances and concerns on any Facebook pages can be dealt with personally without the need to involve any third or outside party (e.g. school et). In promoting a transparent and genuinely supportive network, we anticipate this to occur in most issues of grievances or concerns and strongly encourage it.

If for whatever reason, this is not the route you feel most appropriate or comfortable with then the following grievance process is in place to assist.

Grievances or concerns about the content in the main P&F Page must follow these procedures in promoting privacy, transparency and respect for differences in opinion.

1. Contact the Administrator Group of the Facebook page with the issue at hand in a written format (Email, Facebook Message et) so that there is clarity of the concern or issue at hand which cannot be misinterpreted or confused and which enables a reference point for discussion and decision making.
2. If the concern/issue is raised in a verbal manner to the administrator or P&F Executive, they will request that the conversation be ceased and the correct written format be followed in being truly transparent.
3. Once the written concern /grievance is received, the administrator group will liaise with other executive P&F members as to the next step to resolve the grievance whether it be remove the post/comment, further discussion with the parent at hand who made the post or comment, no further action et. This will be done in a private and respectful fashion. The name of the parent with the concern/grievance will not be revealed to the other concerning parent in maintaining privacy.
4. The parent with the concern will be notified of the action as either post/comment removed or that the decision that the post /comment was appropriate and within the guidelines and spirit of the page. The innate details of discussion with the other



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parent to which the concern has risen will not be discussed as to maintain privacy and respect for all.

5. If the concerned parent is not happy or does not agree with the action/inaction taken, they must re-contact the administrator again in a written format (Facebook message, email et) stating their continued concern
6. The administrator group will then make a meeting with the school principal and the parent with the continued concern to discuss the matter further and come to a resolution
7. If the parent whom the grievance is with requests to speak personally to the parent with the grievance with the support of the P&F; this request can be made to the administrator in a written format. The administrator group will then in a written format ask the other concerning party if they wish to discuss the matter verbally with the other parent. They are able to either accept this meeting or reject it in maintaining their privacy. If they choose to accept the meeting then the administrator and another executive member of the P &F will facilitate and attend the meeting to both support and ensure that a supportive, respectful meeting is had. If the grievance/concern still continues then step no 2 commences and the normal grievance procedure is adhered to
8. If the parent with the grievance/concern requests to speak personally to the parent with whom they have the grievance with in a meeting; the administrator will then in a written format, ask the other concerning party if they wish to discuss the matter verbally with the other parent. They are able to either accept this meeting or reject it in maintaining their privacy. If they choose to accept the meeting then the administrator and another executive member of the P &F will facilitate and attend the meeting to both support and ensure that a supportive, respectful meeting is had. If the grievance/concern still continues then step no 2 commences and the normal grievance procedure is adhered.

Note: If the concerning issue is with that of a P&F executive member please follow the above procedure and another executive member will be assigned to liaise and act on the issue.

It is never appropriate to skip these steps and go directly to the school principal or other school staff to discuss. We are of the school but we are not the school itself. As a supportive community, we would like to resolve issues within the community and only involve the school as a last step if necessary.

Defying Facebook Guidelines and Grievance Processes

If a parent defies and/ or continually defies the guidelines and processes; in protecting other community members it is within the rights of the administrator group with the support of the majority of the P&F Executive to ban/block such members for a period of 6 months or as deemed necessary depending on case by case situation at their discretion.

It is not the P&Fs intention to disengage members; however, if the need arises it is the responsibility of the P&F to protect members and to promote a respectful and transparent online community. It is our goal to ensure that all members feel that the page is both a safe and supportive space.

St Augustine Parents & Friends' Administrator Group
Camille Henderson Michelle Shelhot

Principal
Jonnine Lamborne