

Frenchville State School Communication Policy

Together We Shape Tomorrow



Statement of Purpose

The purpose of Frenchville State School Communication Policy is to support the following:

- Foster a strong sense of community ownership and belonging.
- Create effective engagement with parents and the wider community.
- Provide clear guidelines relating to our communications with the school and the wider community.
- Ensure that communication is respectful and appropriate and in keeping with our school values and vision.
- Celebrate the success of our work and that of our students.

Objectives

- Promote the school's values, vision and achievements.
- Ensure parents are fully informed about requirements, events and activities giving as much notice as possible.
- Ensure staff are fully informed of requirements, events and activities in a timely manner.
- Provide parents with an avenue to communicate with teachers and school staff.

Communication Approach

The communication approach will be:

- Timely, where communications are planned and scheduled
- Consistent, where the use of templates and standards give uniform appearance and terminology
- Accurate, where any communications to be issued are appropriately reviewed

The Communication plan reflects the need at Frenchville SS for effective internal and external communications. This will be achieved by a mix of communication tools listed to create a strategic and broad-based approach to maximise reach across all communication.

Internal communication refers to information flow within the school. External communication refers to the information from the school to key stakeholders and vice versa.

Communication Pathways

1. School Communication to parents / caregivers – general information

Channel	Details / Expectations	Audience	Lead responsibility
School Newsletter (Primary means of communication)	Available every fortnight <ul style="list-style-type: none"> School website QSchools app Email list 	Parents / caregivers Staff Broader community	School administration and leadership
P & C News	<ul style="list-style-type: none"> Included in the school newsletter 	Parents / caregivers Staff Broader community	P & C executive School administration and leadership
QSchools App	The app is integrated with the department's preferred school website platform allowing users to: <ul style="list-style-type: none"> Find and favourite school Receive real time notifications and updates and school push notifications Access latest news, events, newsletters View social media feeds View tuckshop and uniform shop information 	Parents / caregivers Staff Broader community	School administration and leadership
QParents app	The app will provide access to: <ul style="list-style-type: none"> Report cards for individual students Making payments Invoices Events calendar Absences 	Parents / caregivers	School administration and leadership
Emails	<ul style="list-style-type: none"> Newsletters Important timely school information Teacher to parent contact Parent to teacher contact Leadership team and school administration contact Newsflash 	Parents / caregivers Staff School administration	Individuals
Website	<ul style="list-style-type: none"> Current, informative, user friendly School and P&C newsletters published fortnightly Events calendar Annual reports, school information, curriculum and school policies Tuckshop, uniform shop, out of school hours care 	Parents / caregivers Staff Broader community	School administration and leadership
Facebook	Promotion of good news stories and school activities Secondary channel for event reminders and urgent changes to routine	Parents / caregivers Staff Broader community	School administration and leadership
Parent Handbook	Provided to: <ul style="list-style-type: none"> new enrolments parents at information nights Available on website, with updates as required 	Parents / caregivers Staff	School administration and leadership

Channel	Details / Expectations	Audience	Lead responsibility
School Assembly / Parades	Celebration and significant events <ul style="list-style-type: none"> • Student induction • ANZAC service • NAIDOC Parade • Year 6 graduation • Sports Parade Dates notified on newsletter and Facebook Fortnightly parades <ul style="list-style-type: none"> • Student of the Week • Student Learning and Wellbeing framework lesson • Rule reminders Fortnightly rotating Year 3 – 6 & Years P – 2	Students Staff Parents	Deputy Principals
Electronic Noticeboard	Current events and information for the school	Parents / caregivers Staff Broader community	Deputy Principal

2. School Communication to parents / caregivers – Parent Committees

Channel	Details / Expectations	Audience	Lead responsibility
P & C	Meets on second Thursday according to set dates. Information and reports provided in school newsletter available on: <ul style="list-style-type: none"> • school website • QSchools app • Events advertised on noticeboard and on website, Facebook 	Parents / caregivers Staff Broader community	P & C executive supported by school leadership and administration
Working Parties	Meet as required Parent input on development and review of school policies <ul style="list-style-type: none"> • Homework policy • Code of Conduct • Student Resource Scheme 	Parents / caregivers Staff	School Leadership

3. School / Class communication with parents regarding class / student information

Channel	Details	Response expectations
Email Email is method preferred by majority of parents	School administration to utilise email as preferred channel Teacher to advise parent /caregiver of: <ul style="list-style-type: none"> emerging problems with student other relevant matters 	Information on emerging matters will be provided to parents/caregivers within two working days As need arises As need arises
Email	<ul style="list-style-type: none"> Classroom newsletters Classroom timetables and information 	Within first 3 weeks of the school year Update as need arises. Some teachers may choose this medium more regularly for classroom information but this is at the discretion of the individual teacher. Communication in this manner may occur more regularly where students are in the lower school but as students become older, a greater degree of responsibility is place on the student to ensure information reaches home or school.
Phone	School administration and teachers to utilise phone communication if deemed this is the most appropriate method of managing an emerging matter	Within 2 days
SMS	<ul style="list-style-type: none"> Advise of student absences 	SMS system designed to send a message if student has not been marked on the roll - same day response
Face to face meetings	School administration / teacher to utilise face to face meeting if this is considered the most appropriate method of managing the emerging matter	As need arises
Parent Information - new prep parents	Term 3 information night – information on school vision and values, prep program and enrolment procedures Access to padlet	Email to enrolling parents School newsletter and Facebook
Student Progress Meeting	Provided at the end of Term 1 Arrange as a whole school event	Dates advised by newsletter and Facebook Online booking
Student Reports	Completed by class and specialist teachers	Available at the end of each semester

4. Parent/ caregiver communication to teachers regarding student and classroom centred requests and information

Teachers are teaching between 8:45am and 2:45pm and may not have the time to contact parents during the day, as their first priority is to our students.

If the matter is urgent, please make contact with the school reception and leave a message for the teacher concerned.

Channel	Details	Response expectations
Email	Contact teacher directly outlining information required, or details of issue or concern relating to student or classroom.	<ul style="list-style-type: none"> • Response from teacher within 2 working days. • If the matter is complex, a full response may take longer. Parents will be advised if this is the case. • Teachers are not expected to respond during evenings, weekends or holidays. <p>Please note that if an email is considered inappropriate in tone or content, they will not be responded to by the class teacher and will be escalated to the leadership team for consideration.</p>
Phone	Contact school administration and leave a message for teacher, giving brief details of issue or concern.	<ul style="list-style-type: none"> • Response to message within 2 working days • Teachers are not expected to respond during evenings, weekends or holidays.
Face to face meetings	Parent/caregiver to requests appointment via email to teacher	<ul style="list-style-type: none"> • Response to request within 2 working days • Teachers are not expected to respond during evenings, weekends or holidays.

5. Parent / caregiver communication to leadership team

Parents are encouraged to communicate or make appointment with the appropriate member of the leadership team to assist with questions, concerns or significant issues. The avenues to follow before contacting the leadership team are below. Once these avenues have been explored, if there is a need to refer the matter to the leadership team, contact the member of the team who is line manager for the year level by email or phone. Response will be provided within two working days. Members of the leadership team are not expected to respond during evenings, weekends or holidays.

If a parent wishes to discuss an issue, they consider may affect the whole school, or relates to a school policy matter, contact the principal via the school office or by email.

Matter	Contact
Academic Performance	Class or specialist teacher
Behaviour including – <ul style="list-style-type: none"> • Unusual class or playground behaviour • Change in attitude to school • Issues with another student 	Class or specialist teacher
Emotional, health and wellbeing concerns including: <ul style="list-style-type: none"> • Special needs • Change in emotional state 	Class teacher
Student absence	Parents provide information of student absence by phoning the absence line on 4931 5366. If a discussion with a teacher is required please email the teacher directly. Please note that an SMS may result if the absence is not notified on the absence list.