

Communications Policy

Effective January 2025



Coolbinia Primary School

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PURPOSE

Coolbinia Primary School is committed to providing a safe, inclusive and supportive educational environment. Communication plays a key role in creating and fostering strong, positive relationships between the school and the home.

SCOPE

This policy applies to all students and staff at Coolbinia Primary School.

RATIONALE

Communication is a two-way street; our school will share information with our families and community, and our families share information with our school. What happens at school and the relationship between home and school is critical to ensuring that:

- students are happy, secure and open to learning
- staff are valued, informed and high performing
- our school community are supported and engaged

1. PRINCIPLES

Through the Communication Policy Coolbinia Primary seeks to:

- 1.1. ensure all communication to and from the school contributes to a positive, productive and harmonious school environment for all.
- 1.2. promote the school's vision, values and achievements.
- 1.3. ensure that expectations, guidelines and standards are clearly communicated.
- 1.4. establish positive lines of communication between home and school.
- 1.5. provide information regarding events, results and other happenings at the school in a timely manner.
- 1.6. provide parents/guardians with an avenue for communicating their views and needs to teachers, Deputy Principal and Principal when required.
- 1.7. ensure each communication pathway provides a clear, transparent and consistent message between school and home.
- 1.8. make it as easy as possible for families of prospective students to contact the school and receive the information they need.
- 1.9. manage confidential information in a manner consistent with the DoE Confidentiality Policy, professional standards and legal obligations.

2. ROLES AND RESPONSIBILITIES

- 2.1. Principal is responsible for implementation of the policy.
- 2.2. All staff are responsible for following the policy.

- 2.3. The Principal must:
- 2.3.1. document a whole school plan to ensure reliable communication methods and expected standards are applied throughout the school;
 - 2.3.2. implement the documented whole school plan; and
 - 2.3.3. communicate the whole school plan to the school community.

3. PROCESSES AND PROCEDURES

- 3.1. All communication from Coolbinia Primary will endeavour to be in plain English and be:

- professional
- relevant
- accurate
- personalised
- timely
- consistent

- 3.2. Communications from parents/carers which require a response will be responded to within two working days.
- 3.3. For urgent communications, such as those dealing with behaviour/disciplinary matters or a concern relating to the welfare of a student – the Deputy Principal or Principal will acknowledge and respond on the same day the information is received by the school to the best of their ability.

3.4. School Board

- 3.4.1. The School Board's communication is limited to the role in which it operates within the school and covers topics such as strategic direction, overall school performance and school satisfaction.
- 3.4.2. All Board communication to the school community will be approved by the Board Chair and will be delivered via the Coolbinia Primary newsletter as a first priority or via direct email from school Administration.

3.5. P&C

- 3.5.1. P&C's communication to the school community is limited to the role in which it operates within the school and covers topics such as events, projects and fundraising.
- 3.5.2. All P&C communication to the school community will be approved by the P&C President's (or P&C's Secretary's) and will be delivered via the Coolbinia Primary newsletter, via direct email from school Administration, or via the Class Representatives.

3.6. Class Representatives

- 3.6.1. Each classroom will have one or more parent/guardian as a class representative.
- 3.6.2. Each Class Representative will communicate with parents/guardians of students regarding social events and P&C activities and in accordance with the current Coolbinia Primary Communication Policy.
- 3.6.3. All correspondence regarding school and classroom business must come through the teacher (and all teacher correspondence must go through school Administration).

RELATED DOCUMENTS

Communications Guidelines

Complaints Process

FURTHER INFORMATION

Further information about this Policy can be obtained by contacting the Principal of Coolbinia Primary School.

VERSION HISTORY

Version	Approved By	Approval Date	Review Date	Sections Modified	Owner	Implementation Officer
1.0	School Board	19/11/2024	October 2027	New Policy	Principal	Principal