



Communications Policy

Purpose:	The purpose of the Peregian Beach College (PBC) Communication Policy is to promote positive, respectful, and meaningful relationships within the school community. It aims to facilitate effective and authentic communication among parents, caregivers, staff, and the wider community. The policy strives to establish clear expectations, encourage inclusive and respectful interactions, foster learning partnerships, and promote the school's vision, values, and achievements.	
Scope:	School Board members and relevant staff	
Status:	Approved	Supersedes: N/A
Authorised by:	Board Chair	Date of Authorisation: 5 February 2023
Review Date:	Annually	Next Review Date: 5 February 2024
Policy Owner:	School Governing Body	

Communication Tools:

Telephone:

- Contact the office by telephone for urgent matters, student absences, enrolments, changes to contact details, or to arrange meetings (07 5448 1722).
- Office hours: Monday to Friday, 8:00am-4:00pm.
- Parents/carers are encouraged to contact administration should a message need to be passed on to the student, in the event that the student cannot access their mobile phone.
- Students will only access their phones under staff supervision with approval by the staff member (as per the Acceptable Use of Personal Electronic Devices Policy).

Email:

- Parents/carers are required to provide email details on enrolment; updates can be made by contacting administration.
- Report cards are distributed via email (end of Term 1, Semester 2 and End of Year), a hardcopy is available upon request.
- Staff have Peregian Beach College email addresses and check their emails daily during school days.
- Generally, teachers respond to parent/carer emails within 2 school days.
- Administration officers and the leadership team access emails throughout the day and respond within one school day.
- Parents/carers are to email administration to advise short-term student absences due to illness or organisational information.
- Parents are urged to email for home-going arrangements (such as going home early or being collected by another adult not on previously authorised).
- Invoices related to school fees are sent via email.

Text Messaging Service:

- Automated text messages notify parents and carers of unexplained student absences.
- Parents /carers can respond to explain their child's absence.
- Text messages may be used for urgent matters or to inform about school closures or drills.
- Text messages are sent to each parent/carer per student, unless other arrangements are in place.

Peregian Beach College Website:

- The College also communicates its policies and procedures via its website and newsletter. Any adjustments to these documents are also emailed to families.

Peregian Beach College Facebook Page:

- Provides updates on school events and activities.
- Check for last-minute updates, such as changes to sporting events, or in the event of extreme weather conditions.

Face-to-Face Communication:

- Make appointments with teachers and school leaders via email or through the office.
- Teachers provide contact information at the beginning of the year.
- Respect teachers' availability from 8:15am to 3:00pm.

Electronic Newsletter:

- The Emu Chronicle (electronic newsletter) is distributed by email every fortnight on a Friday.

Parent & Teacher:

- Parent and teacher interviews are held in Term Two and Term Three to discuss students' progress, concerns, and goals.
- Book appointments online, links are emailed out prior to the event.

Student Progress

- Teachers are encouraged to contact parents to relay information regarding their child's progress on a regular basis. This can be achieved via emails, phone calls or face to face meetings. These can be formal and informal occasions.
- Parents are also formally notified of their child's academic progress at the end of Semester 1 and again at the end of the year.
- A 'Progress Report' is also emailed at the end of Term 1.
- Teacher's will also contact parents if academic or behavioural standards are not being met by the child.

Information Evenings:

- At the start of the year, the College runs Parent Information nights where information on PBC procedures and expectations are shared.
- Further information sessions are held at the end of each year for the Middle School and Senior School sectors.

School Opinion Survey:

- When required, the college will also email parents questionnaires seeking information to consider updating preferences and procedures.

Communication Procedures:

Preferred Method of Distributing Information:

- Email is the preferred method for distributing information.
- Leadership team contacts parents or carers for behaviour or management issues by phone in the first instance, where this is not possible this will be via email.
- Administration staff contacts parents or carers for student injuries, illnesses, or going home.

Raising Concerns:

- Address concerns directly with the student's class teacher in the first instance.
- The parent should not seek direct resolution from the Leadership Team in the first instance, unless there is a serious reason to do so (e.g., alleged breach of professional standards).
- If concerns are not rectified or to the expectation of a parent/carer, sector Coordinators may be contacted via email.
- Any letters of complaint should be dealt with in accordance with the College's Complaints Policy.

Expectations

Communication between parents/carers and staff:

Our expectations of parents:

- To be open, courteous, and respectful in all communication with College staff and in face-to-face interactions on College grounds.
- Listen attentively.
- Appreciate teachers' responsibility to consider all children enrolled at the College.
- Respond in a timely manner.
- Respect confidentiality.

Our expectations of teachers:

- To be open, courteous, and respectful in all communication with parents/carers and students.
- Listen attentively.
- Provide a professional and objective response.
- Seek support from administration or colleagues.
- Consider cultural and personal sensitivities.
- Provide information to a parent who lives separately from the children in accordance with formal arrangements.
- Maintain confidentiality.

Communication between students and teachers/school staff:

Our expectations of students:

- Address the staff member using their formal name (e.g., Mrs. Smith).
- Be respectful, do not talk over or raise their voice, or walk away before the conversation has ended.
- Make eye contact and speak directly to the teachers or staff member.

Our expectations of staff:

- Use the student's first name.
- Use full names of staff.
- Never use personal email accounts.

Communication between school administration and parents:

Key communication channels:

- Emails and formal letters.
- Fortnightly school newsletter.
- Text messages.
- Information sessions on specific topics.
- Individual meetings.
- Facebook posts.

Our expectations of the school administration, including the Leadership Team:

- Communication is consistently succinct, timely, appropriate, and easy to access.
- Establish a standard logic for where certain types of information will be stored.
- Implement a procedure for archiving information no longer required.
- Implement a procedure for naming emails to ensure their topic is clear.

The Leadership Team undertakes to:

- Be open, courteous, and respectful.
- Listen attentively.
- Provide a safe, open environment.
- Consider cultural and personal sensitivities.
- Maintain confidentiality.

Communication between parents and the school community:

School-wide communication:

- The College PIPS committee take leadership roles in organising events.

- School's formal communication channels are used by such parents to promote participation, via administration.
- Communication via the PIPS group Facebook page.

Our expectations of parents communicating to the school community:

- Use encouraging, inclusive language.
- Support parents who choose not to participate.
- School communication channels can affect the reputation of the school.
- School communication resources should only be used for school-related purposes.