

## COMMUNICATION GUIDELINES

Adapted from: <https://www.education.wa.edu.au/connect-and-respect>



### Help for non-English speakers

If you need help to understand the information in this policy please contact the School Office in person or at [brunswick.sw.ps@education.vic.gov.au](mailto:brunswick.sw.ps@education.vic.gov.au)

## BRUNSWICK SOUTH WEST PRIMARY SCHOOL EXPECTATIONS: WORKING TOGETHER FOR YOUR CHILD'S SUCCESS

### Our Commitment to Families at Brunswick South West Primary School

At Brunswick South West Primary School, we are committed to providing a high-quality education for every child in a safe, inclusive and caring environment. We believe that families are our most important partners in helping children learn, grow and thrive.

Our school draws strength from the diversity and creativity of the Brunswick community. We work together with families, carers, and local organisations to support the learning and wellbeing of every student.

We believe in building strong, respectful relationships with our families. When schools and families work in partnership, children are more connected, confident and successful, both in the classroom and in the wider world.

### PURPOSE

These Communication Guidelines outline the standards Brunswick South West Primary School expects from all members of the school community when communicating.

### Appropriate Communication Practices

In all environments, communication from all community members of Brunswick South West Primary School should be:

- **Respectful and Courteous:** All communications should be conducted with respect and courtesy.
- **Protecting Privacy:** Ensure the privacy and personal information of individuals are protected.
- **Timely:** Respond and communicate in a timely manner.
- **Solutions-Focused:** Emphasise solutions and constructive dialogue.
- **Clear, Concise, and Professional:** Communications should be clear, concise, and professional.

### **Supporting Every Child's Needs**

Every child deserves to feel safe, valued and supported at school. We know that sometimes, additional help may be needed - whether for learning, wellbeing, or social reasons.

If issues arise, we encourage you to speak with your child's teacher early. Our staff are here to listen, understand, and work with you to find positive solutions. We are committed to resolving concerns in a respectful and collaborative way.

### **Chain of Communication**

Using the chain of communication ensures that information is directed to the right person and that questions or concerns can be resolved in a timely manner.

1. **First Point of Contact, classroom teacher:** For most discussions, including those related to teaching, learning, assessment, behaviour, minor medical issues, and family circumstances, parents should first contact the classroom teacher.
2. **Escalating Unresolved Issues:** If your query remains unresolved or involves conflict or other families, please phone the office to schedule an appointment with the Deputy Principal or Principal.
3. **Further Escalation:** If your concern has not been satisfactorily resolved, you can contact the Department of Education:  
<https://www.vic.gov.au/contact-department-education>

### **Timely Responses**

If a response is required, staff will respond within 3 business days (of their allocated workdays) between the hours of 8:30am – 4:30pm.

- School office hours are staffed from 8:30am to 4:30pm, Monday to Friday.
- For messages during school hours, please phone the office.

## **What You Can Expect from Our School**

Communication between home and school is a key part of your child's success. We aim to keep you informed and involved through open, honest and respectful communication. You can expect:

- Regular updates via Compass, newsletters, and classroom communications
- Reports on your child's progress and learning each semester
- Celebrations of student achievements through assemblies and newsletters
- Timely communication about any concerns or ongoing issues
- Parent-teacher meetings, including scheduled conferences and appointments when needed
- Invitations to school events, excursions, and community activities
- Opportunities to provide feedback and contribute to school improvement

## **A Shared Responsibility**

By working together, we can help our children become curious, confident and capable learners - ready to contribute to their community and to the world.

Let's continue to build a strong partnership based on trust and care.

### **What Parents and Carers Should Not Expect from Our Schools**

Our teachers and school staff are dedicated professionals who also have families, responsibilities, and personal lives. Like everyone, they do their best work when they have a healthy work-life balance.

Parents and carers should not expect:

- Staff to respond to phone calls after hours
- Emails to be answered in the evenings or on weekends
- Access to staff members' personal phone numbers or private email addresses
- To meet with teachers or staff without a prior appointment during school hours
- To access the school grounds if they have displayed aggressive, harassing, or threatening behaviour towards staff

You should contact your child's school if:

- You have concerns about your child's learning or wellbeing
- There are changes in your child's health or medical diagnosis
- Your family circumstances have changed

- There are safety concerns or shifts in your child's behaviour at home
- Social issues arise that could affect the wellbeing or safety of students at school
- You need to schedule or reschedule a meeting with school staff

Behaviours that interfere with teaching and learning include:

- Speaking to staff in a disrespectful or aggressive manner, especially in front of children or other students
- Arriving at the school expecting to meet with staff during the school day without a prior appointment
- Entering classrooms or approaching teachers during their preparation time (including before school starts)
- Using social media in ways that are inappropriate, disrespectful, or harmful to the school community
- Engaging in malicious, judgemental, or damaging gossip

By working together to create a safe, respectful, and positive school environment, we help our students grow, succeed, and be the very best they can be.

## BSWPS Communications Matrix

Platform	Purpose	Audience	Frequency	Responsibility
Compass	Key formal school-wide communication (calendar, alerts, events, surveys)	Parents / Carers	Ongoing (as needed)	School Staff
	Urgent notifications (e.g. power outage, burst pipe)	Parents / Carers	As needed	School Staff
	Reminders, health info, annual reports, volunteer requests	Parents / Carers	As needed	Admin / Leadership
Newsletter	School news, community updates, calendar, celebrations	Parents / Carers / Community	Fortnightly	Admin / Leadership Team
Teacher Emails	Class-specific information (e.g. class events)	Parents / Carers	As needed	Classroom Teachers
WhatsApp (Class Reps)	Informal coordination, reminders, social connection	Class Parents / Carers	As needed	Volunteer Class Reps
School Website	Vision, policies, events, calendar/date list, handbooks, updates	Wider Community	Ongoing	Admin / School Office
Face-to-Face Meetings	Interviews, student support, parent sessions	Parents / Carers	Semesterly or termly or as needed	Teachers / Leadership Team
Noticeboards	Events, fundraising, newsletter highlights	Parents / Carers / Students	Ongoing	Admin / Parents
School Council / Subs	Updates on governance, engagement	School Community	Twice per term (Council)	Council Members / Principal

<b>Platform</b>	<b>Purpose</b>	<b>Audience</b>	<b>Frequency</b>	<b>Responsibility</b>
Assemblies	Showcase student achievement and performance	Students, Families, Staff	Fortnightly (Fridays)	Student Leaders / Teachers / Leadership

## COMMUNICATION

These guidelines will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Discussed at annual staff briefings/meetings
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## RELATED POLICIES AND RESOURCES

[Student Wellbeing and Engagement Policy](#)

[Statement of Values and School Philosophy Policy](#)

[Bullying Prevention Policy](#)

[Complaints Policy](#)

[Communication With School Staff Policy](#)

For staff, please see the Department's [Equal Opportunity and Anti-Discrimination Policy](#), [Sexual Harassment Policy](#) and [Workplace Bullying Policy](#) which apply to all staff working at our school.

Other relevant Department policies and resources on the Department's Policy and Advisory Library are:

- [Equal Opportunity and Human Rights - Students](#)
- [Student Engagement](#)
- [Safe Schools](#)
- [Child Safe Standards](#)

## POLICY REVIEW AND APPROVAL

Guidelines last reviewed	N/A
Approved by	Principal
Next scheduled review date	October 2028