

BRIGHTON BEACH PRIMARY SCHOOL



Communication Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact 9591 0888.

PURPOSE

This policy explains how Brighton Beach Primary School (BBPS) proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

BBPS understands the importance of providing helpful and timely responses to common enquiries from parents and carers. The School Administration Office is often the first point of contact for parents/carers and enquiries will then be filtered to the appropriate staff members.

To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- the Compass portal is the main school platform for communicating whole school and administration information. Families will be supported to access this platform on enrolment.
- to report a student absence, please use the Compass portal.
- to report any urgent issues relating to a student on a particular day, please contact the Administration Office on 9591 0888. Any time sensitive information should go through the Administration Office as it cannot be guaranteed that the class teacher will access the required information in a timely manner as they are focussed on teaching and learning during the school day.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via email or phone. Teacher emails are shared with families at the beginning of each academic year, or can be obtained by contacting the Administration Office. A Class Teacher's first responsibility between 8:45am and 3.45pm is to the students. Therefore it is essential to make a time outside of these hours to communicate formally with the class teacher. Please be aware that communication always focuses on your own child. Names of other children will not be disclosed by classroom teachers in order to maintain confidentiality.
- for enquiries regarding camps and excursions, please contact the coordinating staff member or your classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principal at brightonbeachps@education.vic.gov.au Please also refer to our Parent Complaints Policy, available on the [School Website](#)
- to discuss complex student wellbeing or learning needs, please contact the classroom teacher in the first instance or the Assistant Principal.
- to report a potential hazard or incident on the school site, please contact the Administration Office on 9591 0888.
- for parent payments, please contact the Administration Office
- for all other enquiries, please contact our Administration Office via email

For a more detailed summary of appropriate lines of communication at BBPS, please see Appendix A.

Communication protocols

School staff will do our best to respond to general queries as soon as possible. We will endeavour to acknowledge an enquiry within 24 hours, and respond within 2-3 working days.

All community members are reminded that at BBPS we have a commitment to our school values, and appreciate that the expectations as outlined in the [Statement of Values and School Philosophy Policy](#) are adhered to respectfully when communicating with each other.

Please note, staff will respond within the working hours of 8am-5pm, Monday to Friday. Any correspondence received outside of these hours will be addressed during the next working day.

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact our Administration Office for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports, individual education plans and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena. Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

COMMUNICATION

This policy 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
- Included in staff handbook/manual
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	2023
Consultation	Staff – Consultative Team Parents/Community – Education Sub-Committee
Approved by	Principal
Next scheduled review date	2027

APPENDIX A

Communicate with		About	For Example	How	Timeframe
School Administration Office	To Parents	School administration processes Update of school news and events	School fees and payments Enrolments Excursions, carnivals, sport	Compass Email Website Newsletter	As needed
		First Aid	Student sickness or injury	Compass Phone call if head injury / based on severity	Promptly as required
	From Parents	Administration	General questions Fee payments Enrolments Appointment requests w Leadership / Class teacher EFT/Cash payment	Phone / Email Compass Website Email/Phone call In person at the office	As needed
		School Maintenance	OHS concerns / repairs needing immediate attention Security concerns Facilities Hire	Phone / Email	
		Student information	Absences/Arrival and Departure times Urgent messages for students or teachers	Compass Phone call to office	
Teaching Staff	To Parents	Academic or social progress	Learning or behavioural needs Class or yard incidents Individual Education Plans Student reports	Meeting by arrangement Phone call (follow up email if unable to contact) Compass, and follow up meeting Compass	As needed Termly End of each semester
		Curriculum	Information nights, classroom focus	Curriculum evening Curriculum booklet Level newsletter / Compass post	Annual Weekly
		Parent Helpers	Carnivals Excursions Classroom learning	Compass post Compass Event consent form	As needed

	From Parents	Academic or social progress Home updates	Academic and social concerns Feedback for teacher in relation to student needs Routine changes Incidental updates	Meeting by arrangement Email class teacher Email class teacher Phone call to Admin Office if urgent	As needed
Leadership	To Parents	Student engagement and learning Student wellbeing Operations	Whole school initiatives Sharing pedagogy Classroom learning Parent support materials Individual student needs Behaviour incidents School events Buildings and grounds works Staffing – extended leave and replacement Staff recruitment Safety Alerts	School Strategic Plan / Annual Implementation Plan School website School Council Newsletter Newsletter Whole school policies Phone call (follow up email if unable to contact) Meeting request if required Compass Newsletter School Council Compass to relevant cohort Newsletter See Emergency Management Plan Compass	Annually Fortnightly As needed As needed At Leadership's discretion As needed
	From Parents	Feedback Individual student needs	School operations Staff conduct School policy Complex wellbeing and learning needs Incidents	Contact principal / assistant principal via the Administration Office See Parent Complaint Policy Newsletter Contact class teacher Contact principal / assistant principal via the Administration Office – phone call or email Arrange a meeting	As concerns arise As per policy review cycle As needed

Parents Association	To Parents	School based fundraising Community building	PA Events as per event calendar Seeking volunteer support	PA meetings Newsletter Class Representative-WhatsApp and email notifications Compass	Meetings held monthly Event promotion – 4 weeks lead in See PA Handbook for protocols
	From Parents	Feedback to PA	Event feedback and ideas	In person at monthly meetings Email to Class Reps or PA President	At next meeting after an event or within 4 weeks of an event
School Council	To Parents	Governance Outsourced programs	Voluntary and Compulsory Fees Policy review and development Facilities Hire Before and After care Canteen	Newsletter Website	According to sub-committee review schedule
	From Parents	Governance	As above only	In writing through the school office See member of School Council	As required