



Burrowes State School

Communication Policy

Purpose

The purpose of the Burrowes State School Communications Policy is to support the following:

- Foster a strong sense of community ownership and belonging
- Maintain a modern and progressive school that aims to meet the needs of all its students
- Provide clear guidelines relating to our communications with the school and wider community
- Ensure appropriate practices are in place to promote the wellbeing of staff and students

Objectives

The policy aims to:

- Increase awareness of Burrowes State School activities and achievements
- Provide all key stakeholders with an understanding of our communication strategies and procedures

Communication Approach

At Burrowes State School we strive for a **safe, responsible, respectful** and a **learning** environment. We promote that the whole school community treats all people with **dignity, courtesy, honesty, fairness** and **respect** at all times. This underpins our Code of Conduct and informs our Communication Policy.

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 Burrowes State School for effective external and internal communications.

This will be achieved by using a mix of the communication tools listed below to create a strategic and broad-based approach to maximise the reach of all communications.

Internal communication refers to information flow within the school. All staff should be aware of the objectives and the key messages to help inform them about what the school is trying to achieve and incorporate them into their work and interactions where appropriate. External communication refers to the information flow from the school to key stakeholders and vice versa.

Audiences

Identified Burrowes State School audiences are:

- Students
- Parents
- Staff
- Local community
- Prospective enrolments
- Media

Communication Activities and Procedures

The communication mediums listed below are many and varied. It is through these that we endeavour to ensure our interactions with you as parents are timely and informative. The first point of contact for all student concerns are with your child's classroom Teacher. It is however the responsibility as the parent or caregiver to read and digest information provided through other mediums to ensure you are abreast of the many school activities being undertaken-

- **School Calendar for parents to highlight activities throughout the year:** The school calendar can be found on our website at: <https://burrowess.eq.edu.au/calendar-and-news/events-calendar>. Other events are advertised in our Newsletter.
- **School Digital Noticeboard:** Major events will be advertised to inform the school and wider community.
- **School Assembly:** A whole school and sector assemblies are held in our main hall. At these assemblies, students receive awards and general announcements are made. We also have numerous special assemblies throughout the year for various celebrations. We welcome all parents and friends to attend all assemblies as they occur throughout the year.
- **Electronic Newsletters:** It is through this particular medium that the majority of school and community information will be conveyed. These are sent to your nominated email address/es and are published fortnightly by Thursday. Information for the newsletter must be submitted by **8 am Monday prior to newsletter**. Inclusion of all information will be at the school's discretion. Please advise the school if you do not receive this correspondence via the generic email address- admin@burrowess.eq.edu.au. Our newsletter archive can be found here: <https://burrowess.eq.edu.au/calendar-and-news/newsletters>
- **Class Newsletters:** Some teachers may choose to use this medium more regularly and distribute via email. This is at the discretion of the individual teacher. Communication in this manner may occur more regularly where students are in the lower school (Prep- 3) but as students become older, a greater degree of responsibility is placed on the students to ensure information reaches home or school.
- **Social Media:** Our presence within the social media area can be accessed via the website for sites such as Facebook <https://www.facebook.com/BurrowesSS> and the school website.

The School website is <https://burrowesss.eq.edu.au/> and includes a school calendar.

- **QParents** is a user-friendly portal accessible via app or web browser, providing parents with secure online access to information about their child's schooling. You can access information about:
 - attendance details
 - timetables and upcoming events
 - report cards and assessments
 - invoices and payment history
 - permission forms

More information can be found here: <https://qparents.qld.edu.au/onboarding/check-school>

- **Emails:** We encourage email contact between parents and teachers. Given that teachers are undertaking their teaching and learning duties throughout the majority of their working day, it is not always possible for them to respond quickly to an email request from a parent. Please allow a **48-hour turnaround** for responses to emails during the working week. Naturally, if a teacher is away for any reason (sick leave etc.) then please allow for this when expecting a response. Teachers will record important communication on our OneSchool system so that relevant staff have access to information that will further support your child.

Any request for the completion of questionnaires, screening tools, letters for paediatrician appointments or any other supports for specialist appointments need to sent to the following email address:

support-requests@burrowesss.eq.edu.au

These requests need to submitted in a timely manner as they can take up to **two weeks** to complete.

If the matter is urgent, please make contact with the school office and leave a message for the teacher concerned.
This includes emails to all other staff.

Please be aware that teachers and the administration will send email reminders and information from time to time, either through class distribution lists or via the **News Flash service or website push notification**, so please ensure that you keep your email address current with the school administration and check on a regular basis.

- **The Parents & Citizens' Association:** The P&C are actively involved at Burrowes State School. Information about our P&C can be found at: <https://burrowesss.eq.edu.au/our-community/pandc>

Please contact the following people via email for all queries concerning P&C activities:

P & C Executive – PandC@burrowesss.eq.edu.au

- **Other services:** Tuckshop Orders: <http://www.munchmonitor.com/>
KDK Kids First – <https://burrowesss.eq.edu.au/facilities/out-of-school-hours-care>
Email: burrowes.kdk@hotmail.com
- **Formal Written Reporting:** At the end of each semester a written report is sent home to the parents of each student which is a mandatory requirement by Education Queensland.
- **Parent/ Teacher Meetings:** These will be held at the end of term 1 and term 3 and only involve the class teacher and parent/s of the student. The intent of this meeting is to allow for a 'face to face' opportunity to discuss a student's progress. We can also arrange phone interviews or video chat meetings if required.
- **Informal Reporting:** Parents or teachers can request a meeting regarding their child's progress or other such issues at any time throughout the year. There **must be an appointment** made with the class teacher for this to occur as teachers have very little time before and after school for such meetings without proper notice, given that they are usually involved in planning and preparing for teaching and learning or undertaking professional learning activities.
- Parent meeting with a **Deputy Principal** or **Principal:** There **must be an appointment** made through the office.
- **Parent Seminars:** From time to time we will offer the opportunity for parents to come along and learn about new programs or teaching and learning methods.

Office Hours

Our front office is open from **8:00 am to 3:30 pm**. Staff are in the office outside these hours in order to organise staffing and administrative tasks for the effective running of the school.

Other contacts can be found here: <https://burrowess.eq.edu.au/our-school/contact-us> and further information about our communication platforms can be found here: <https://burrowess.eq.edu.au/our-school/parent-teacher-communication>

Absences

To report student absences please our **Student Absent Line 3802 3366** or **QParents**.

It is a requirement to advise the school of any student absence either before the day of the absence or by 9:00am on the day of the absence. Required information – child's name, class, reason for absence and date of absence.

Internal communication

In order to keep all staff informed of upcoming events, internal procedures and access to resources, staff utilise a number of digital mediums including email and staff SharePoint site, including calendar. It is important to remember in the interest of staff wellbeing that these tools are not used at times that interfere with our own personal lives.

Stephen Rowe
Principal
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