



COMMUNICATION

Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact the general office

PURPOSE

Effective communication is defined by clarity, respect, and relevance. It supports a shared understanding of student progress, behaviour, wellbeing, and school operations, and enables the College Values to be reflected in every interaction.

The policy aims to:

- Foster effective and inclusive communication across the school community.
- Build strong partnerships between students, staff, parents/carers, and community members.
- Enhance student outcomes through collaborative engagement.
- Ensure all voices are heard, respected, and valued.

Appropriate communication is a critical life skill that should be taught and modelled within our educational setting.

SCOPE

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

POLICY

This policy provides a clear framework to ensure all communication within our school community is respectful, effective, and aligned with our shared values. It supports a positive, inclusive, and productive environment that prioritizes student development and wellbeing.

All communication within our school community must foster a positive, respectful, and inclusive environment that supports student learning, welfare, and development. It should reflect the school's values through clear, accurate, and timely information, maintain professionalism and confidentiality, and be appropriate in tone and content for all recipients. Communication must also promote open, honest, and cooperative dialogue while strictly avoiding any form of discrimination, bullying, or offensive behavior. Be considerate of the most effective and suitable mode of communication, including multimodal strategies.

All methods, modes and timing of communications are included in Appendices.

GENERAL COMMUNICATION TO PARENTS / COMMUNITY

- The school Annual Report will be available for parents via the school website each year and at an open meeting of the school council AGM
- A term calendar of school events and activities will be available to parents via Compass
- A newsletter is published fortnightly to communicate school information and activities as well as administrative details. The newsletter is available on our website and on compass via the newsfeed.
- The school will produce a parent information handbook, detailing administrative and organisational structures on enrolment (copy to all families).
- Relevant school policies will be available to parents on the school website and through Compass.
- The school will present parent information sessions conducted during the year.

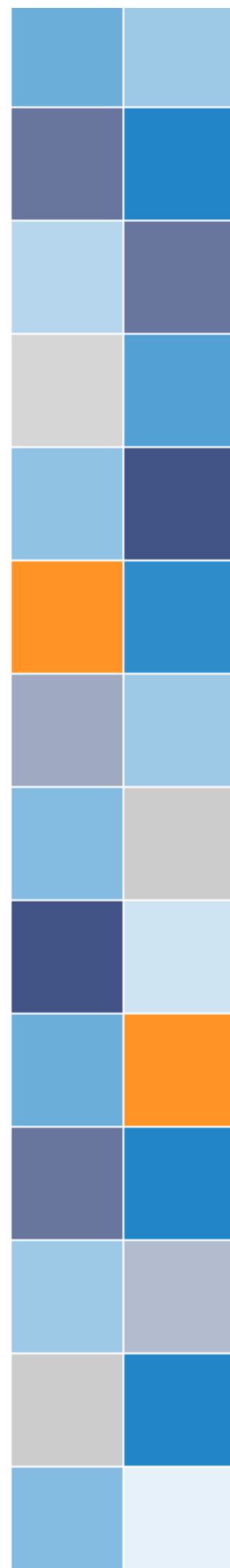
SCHOOL COUNCIL COMMUNICATION

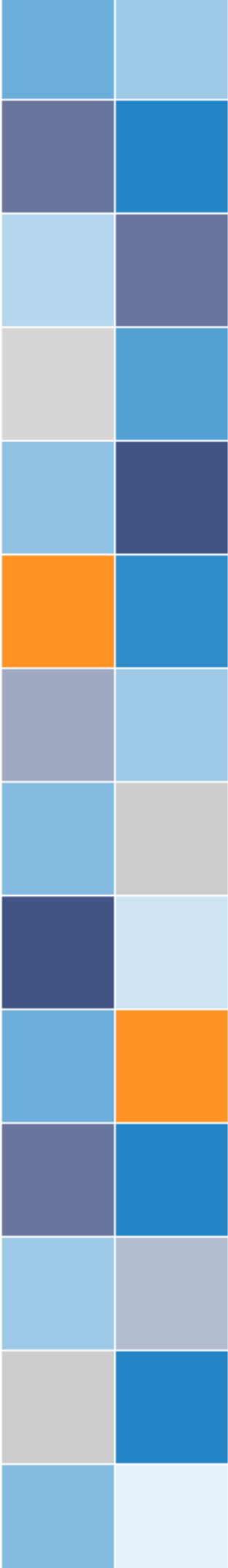
- The Principal will liaise with School Council and Committees to facilitate the delivery of relevant Departmental information.
- The School Council will provide access to Regional induction programs for new School Council members.
- School Council will invite parent input when developing relevant school documents and processes, eg. School values, student uniforms.
- Parents will be encouraged to participate in the School Council Sub-Committee structure as needed.
- The School Council will approve the annual goals for the school.
- Reports of ongoing activities of School Council will be communicated to the School community through the school newsletter.

SOCIAL MEDIA COMMUNICATION

The school's official social media platforms are used to communicate with the school community in a respectful, informative, and engaging manner. The following guidelines apply:

- All content posted must reflect the values, mission, and standards of the school.
- Posts should support student learning, achievement, wellbeing, and celebrate school life and events.
- Only authorised staff may post on behalf of the school; no personal accounts should be used for official communication.
- Comments and interactions must be respectful; offensive, discriminatory, or inappropriate content will be removed and may be reported.
- Student privacy must be protected—no identifying photos or information will be shared without prior consent.
- The platforms will not be used to address individual concerns or complaints; such matters should follow official communication channels.
- The school reserves the right to block users who repeatedly breach engagement guidelines.





COMMUNICATION TO/BETWEEN STAFF

Communication between staff will be facilitated by these structures ;

- Leadership Team
- Consultative Committee
- Whole Staff, Year Level, Domain and other team meetings (eg OH&S, Curriculum, Sub School)
- Email, compass newsfeeds and TEAMS
- Staff Information Handbook
- Dissemination of Information through Curriculum Coordinators / Committees

COMMUNICATION OF STUDENT PROGRESS

Teachers, including Specialist and Class teachers will communicate student progress, curriculum content and expectations to parents by ;

- Compass Learning Tasks.
- Scheduled interviews in Term 1 and 3 mid-year.
- Interviews by appointment with Engagement leaders and Year level coordinators.
- Interim GPA reports are provided at end of each term.
- Semester reports are provided at end of Terms 2 and 4.
- Year Level Curriculum Handbooks

STAFF TO PARENT/CARERS COMMUNICATION

Communication between staff and parents/carers must be respectful, timely, and aligned with the needs of the situation. These guidelines apply to phone and email communication and may be adapted based on individual circumstances.

Teachers to Parents/Carers

- Teachers may contact parents/carers via email or phone regarding student learning and progress.
- Behaviour concerns should be referred to the relevant Year Level Leader for follow-up.
- A college representative must respond to parent/carer emails within **two working days**.
- Parents/carers have the right to request updates on their child's academic progress at any time—not only during Parent-Teacher Conferences.
- For broader inquiries about a student's overall performance, teachers should involve the Year Level Leader.
- Teachers must **cc** the Year Level Leader in all emails to parents/carers.
- Communication should be sent **between 8:30am and 4:30pm, Monday to Friday**.

Any communication between a staff member and a parent should be chronicled under the student's name on Compass using the Communication with Family chronicle.

Year Level Leaders to Parents/Carers

- Communication may be via **phone or email**, with phone calls followed up by a summary email.
- Year Level Leaders may contact parents/carers about academic progress, behaviour, and wellbeing matters.
- Leaders should consult relevant staff, including the Wellbeing Team, when responding to welfare concerns.
- Responses should be sent within **two working days**. If a full response is not possible in that time, a brief update acknowledging the query should be sent.
- Communication should occur **between 8:30am and 4:30pm, Monday to Friday**.

When a parent/carer emails all staff of a student through the Compass facility, the student's mentor teacher should:

- Forward the email to the relevant Year Level Leader, Sub School Coordinator and Sub School Assistant
- Work with the relevant leader to identify the appropriate response to the parent email and ensure there is clarity about who is following up
- Respond to the parent on behalf of all the teachers (reply all) within two days of receiving the email that the request is being followed up and who will respond to them
- Document the receipt of the email on Compass and record who is following up

Managing Challenging Communication

All communication from parents/carers must be respectful. If a message is aggressive or inappropriate:

- Staff should **not respond in kind** and must maintain a professional tone.
- Concerns should be acknowledged, and key issues addressed clearly and respectfully.

Before sending a response, staff should:

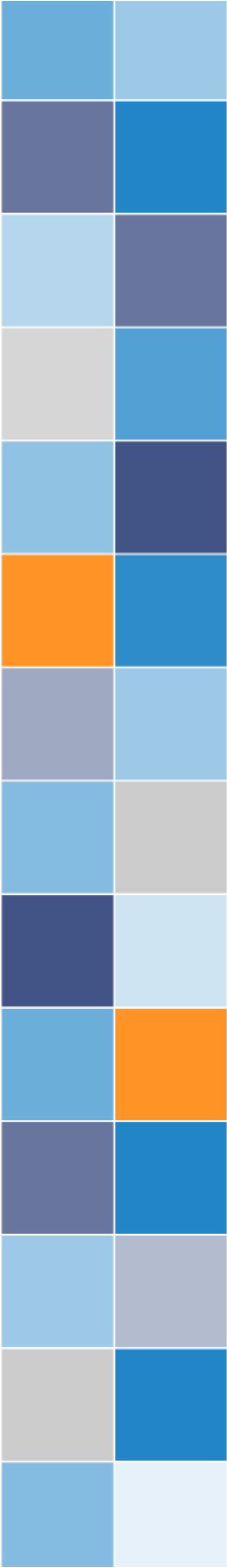
- Seek feedback from a Year Level Leader or Campus Assistant Principal.
- Cc the relevant Leader and Assistant Principal.
- Read the response aloud to check tone and clarity.
- If unable to resolve the issue, staff should direct parents/carers to the appropriate contact.

Remember: Concerns raised by parents/carers, no matter how minor they may seem, are often of high importance to them and should be treated with care and respect.

REQUESTS FOR INFORMATION

Carers are generally entitled to information ordinarily provided to parents, including school reports 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.



POLICY REVIEW AND APPROVAL

Policy Last Approved	August 2025 (new)
Consultation	School Council
Approved By	Principal
Next Scheduled Review Date	August 2029

APPENDIX 1

Who to Communicate with at Korumburra Secondary College

Person	Issue or Concern
KSC Website	General information on structure, curriculum, policies and contact details.
DET Website	General information on the Department of Education and Training policies and practices.
ICT Manager	Concerns and questions regarding ICT, including technical difficulties with student notebooks, iPads and other electronic devices, Compass and other platform logins.
Careers Advisor	Concerns and advice regarding career paths, tertiary courses, TAFE courses, subject selection in Year 10, 11 and 12, VTAC advice.
KSC School Council	Concerns, questions and comments regarding Korumburra Secondary College policies, programs and initiatives.
Business Manager	Concerns and questions about payments of fees, subject contributions, excursions, camps, EMA, incursions and other events.
Disability Inclusion Coordinator	- Concerns and questions of a disability / inclusion nature you wish the school to be aware of regarding a student. - Requests and enquiries regarding the provision of disability support for a student.
Integration Coordinator	- Concerns and questions regarding integration support. - Requests and enquiries regarding the provision of integration support for a student.
Senior School Coordinator	- High Level concerns and questions regarding student pathways, career paths, tertiary courses, TAFE courses, subject selection in Year 11 and 12, VTAC advice. - High level concerns and questions related to the welfare of students in Years 10, 11 and 12 - High level concerns and questions regarding student progress in Years 10, 11 and 12 - Concerns, questions and appeals regarding subject decisions made related to promotion, student outcomes
Year Level Leaders Year 10-12 VCE/VM	- Concerns and questions related to the welfare of students in Years 10, 11 and 12 - Concerns and questions related to the welfare of students in Years 10, 11 and 12
Middle School Coordinator	- Concerns and questions related to the welfare of students in Years 7, 8 and 9 - High level concerns and questions regarding student progress in Years 7,8 and 9 - Concerns and questions regarding transition Grade 6 to Year 7 enrolment.
Year Level Leaders Year 7-9	- Concerns and questions regarding student progress in Years 7,8 and 9 - Concerns and questions related to the welfare of students in Years 7, 8 and 9
Wellbeing Assistant Principal	- Concerns and questions from parents. - Concerns and questions regarding student discipline, suspension. - Concerns and questions regarding student progress in classes. - Concerns and questions related to the welfare of students in Years 7, 8, 9 and 10. - Concerns and questions regarding severe student behaviour resulting in pre-expulsion and expulsion - Concerns and questions regarding school processes. - Concerns and questions about school policies, student / teacher conduct. - Concerns and questions related to a teacher's conduct in the classroom and towards students
Teaching and Learning Assistant Principal	- Concerns and questions regarding school curriculum, Teaching, Learning and Pedagogy Concerns and questions regarding student progress in classes. - Concerns and questions regarding school processes.

	• Concerns and questions about school policies, student / teacher conduct. • Concerns and questions related to a teacher's conduct in the classroom and towards students
College Principal	• High level concerns and questions related to a teacher's conduct in the classroom and towards students. • High level concerns and questions regarding severe student behaviour resulting in pre-expulsion and expulsion • High level concerns, questions and last level of appeal regarding subject decisions made related to promotion, student outcomes • High level concerns and questions about school policies, student / teacher conduct. • High level concerns and questions regarding student discipline, suspension. • High level concerns and questions regarding student progress in classes. • High Level concerns and questions regarding school curriculum, Teaching and Learning • Concerns and questions regarding Community Programs and Initiatives

APPENDIX 2

Communication Mode Guidelines

Mode	Details	Audience	Prime Accountability
Assemblies	- Whole School, 1 per term - Year Level, twice per term - An occasion to celebrate and showcase student learning and achievement, highlight values and virtues.	- Students - Staff - Parents / Guardians - Families - The Wider Community as appropriate	- Principals - Sub School Leaders - Student Engagement Leaders - Teaching Staff - Administration - ES Staff
Compass	- Timetable - Calendar of Events - Event Permissions - Teacher Feedback to students / parents - Reporting - News Feed - Learning Tasks - Attendance - Class Communications	- Students - Parents / Guardians	- Classroom Teachers - Students - Parents - Compass Manager
Emails	Communications	- Parents / Guardians - Staff - Students	- Leadership - Sub School Coordinators - Year Level Leaders - Mentors - Classroom Teachers - Administration - ES Staff
Face to Face	- Parent Information Sessions - Formal and Informal Interviews - SSGs	- Parents / Guardians - External Agencies	- Leadership - Sub School Coordinators - Year Level Leaders - Mentors - Classroom Teachers
Hard Copy Notes	Specific Letters, Admin Forms	Parents / Guardians	Administration
Media - Local	- DET Training Protocols must be followed - Contact Through Authorised School Representative only - Principal Approval Required	Broader Community	- Principal - DET
Media – State and National	- DET Training Protocols must be followed - Contact Through Authorised School Representative only - Principal Approval Required	Broader Community	- Principal - DET
KSC Newsletter	- Fortnightly - Weblink on Compass Newsfeed and Website	- All staff / students / parents / guardians via weblink on email or website - Wider Community via weblink on website	Administration
Notice Boards / TVs	- Up to date events and information - Reflects / reinforces information on compass and in newsletter / facebook	- Students - Staff	- Sub School Leaders - Student Engagement Leaders - Teaching Staff - Administration
Staff Meetings	Information as required for the efficient running of Korumburra Secondary College, including: - Domains - Curriculum - Student Health and Welbeing - Student Management - Professional Development	Staff	- Leadership - Sub School Coordinators - Year Level Leaders - Mentors - Classroom Teachers - Administration
Website	- To be current, user friendly and informative - Annual Reports - School Handbooks	All Stakeholders	ICT Manager

	• Important School Documents • School Forms and Information • Policies		
School Magazine	• Annually • Reflection on important events, sports, students achievements and news for the year.	• All Stakeholders	• Administration
Facebook Page	• News items as required, including : • Upcoming Events • News • Sports Results • Achievements • Reminders	• All Stakeholders	• Administration

School staff have a right to be safe at work



Any abuse will not be tolerated

Parents, carers, advocates and adult members of the school community must engage respectfully with school staff.

Unacceptable behaviour will be addressed promptly. This may include calling the police if required or issuing you a School Community Safety Order.

These behaviours are not permitted in-person, over the phone, by email, text message or on social media:

- ✗ Rudeness
- ✗ Intimidation
- ✗ Insults or offensive communication
- ✗ Discriminatory or derogatory comments
- ✗ Malicious or defamatory communications
- ✗ Threatening gestures
- ✗ Aggression, including raising your voice at a staff member
- ✗ Threats
- ✗ Violence
- ✗ Harassment

These behaviours are **never okay** and can make staff and students feel unsafe.



Scan the QR Code to learn more about how you can build positive relationships with school staff in the department's *Respectful Behaviours within the School Community Policy*.