



Wellers Hill State School

Everyone connected, Everyday striving to succeed, Everywhere learning



Delivering excellence in every state school, for every student

Queensland Department of Education
State Schools Strategy 2025 -2029

Communication Policy

Statement of Purpose

At Wellers Hill State School we believe close links between the classroom and the home are vital in ensuring all students achieve their maximum potential. The school motto, “Strive to Succeed” underpins the way in which the school develops and implements strategies to ensure it is working towards the Education Queensland Strategic Plan, [Brighter futures: Delivering excellence in every state school, for every student](#).

Wellers Hill State School believes that effective parent engagement is beneficial to successful student learning and wellbeing outcomes. The school is focused on ensuring a meaningful partnership between parents, teachers and school leaders with shared goals regarding maximising outcomes for students.

A significant contributor to a high level of parent engagement and resulting satisfaction with the outcomes for students lies in the way in which the school communicates with parents, staff and the broader community.

This communications plan shows how effective communications can:

- create effective engagement with parents and the broader community
- contribute to strong relationships between staff, students and parents
- demonstrate the success of our work and that of our students
- ensure that the school is open and transparent in its communication
- build trust and confidence and improve perceptions

Vision and Values

Our vision is embedded in everything we do.

**Everyone connected
Everyday striving to succeed
Everywhere learning**

Through our values we strive for:

- Independent, resilient students who are empowered to take risks.
- Highly skilled teachers who transform, inspire and nurture personal and academic development.
- Inspiring, empathetic leaders who instil a culture of high expectations, collaboration and professional growth.
- A connected community fostering a sense of belonging.

Rationale

We aim to have clear, effective and positive communication to ensure every student is succeeding through:

- establishing clear expectations for relational and timely responses to engage all stakeholders
- building and strengthening partnerships based on mutual respect, dialogue and courtesy
- establishing positive lines of communication between home and school, utilising a broad range of contemporary communication channels
- clear, concise, coherent and cohesive communication managed in a timely manner across all channels, establishing collaborative opportunities for parents to share their opinions and needs and to participate in their child’s education
- ensuring a solution focused approach to issues

- managing confidential information in a manner consistent with community expectations, professional standards and legal obligations
- acknowledging rights and responsibilities of all stakeholders

Objectives

- Promote the school's vision, values and achievements
- Ensure parents are fully informed about classroom requirements, events and whole school activities giving as much notice as possible
- Ensure staff are fully informed about requirements, events and expectations in a timely way
- Provide parents with the avenue to communicate their concerns with teachers with a clear path to take these further if needed
- Respond quickly to all requests for information, appointments and when concerns are raised, by acknowledging within one working day and responding within two working days

Principles

While communication processes will vary in different situations, the ultimate purpose is to ensure a clear and transparent message leading to a shared understanding of expectations.

All communications will be in plain English and be:

- Professional
- Relevant
- Timely
- Consistent
- Accurate

Key stakeholders include:

- Students
- Parents and caregivers
- Staff
- Parents and Citizens Association (P&C)
- School Council
- Broader community
- Prospective parents
- The Department of Education, including Metropolitan South Region

COMMUNICATION PATHWAYS

(A) School communication to parents/caregivers - general information

Channel	Details/Expectations	Audience	Lead responsibility
School newsletter (primary channel of communication)	- Available fortnightly, Week 1,3,5,7 and Week 10: - school website, - QSchools app - Email alert with link for registered subscribers - Paper copies available at school office	Parents/caregivers Staff Broader community	School administration
P&C news	P&C news is included in the school newsletter	Parents/caregivers Staff Broader community	P&C executive and school administration
QSchools app	Download from application store for preferred device The app is integrated with the department's preferred school website platform allowing users to: - receive real-time notifications and updates as well as school push notifications - access latest news, events and newsletters - easily access tuck shop and uniform shop information - view social media feeds	Parents/caregivers Staff Broader community	School administration
QParents app	Download from application store for preferred device The app will provide access to: - report cards for individual student - making payments - invoices - events calendar - absences	Parents/caregivers	School administration
Emails	- Newsletter alert - Important timely school information - Teacher to parent contact - Parent to teacher contact - Leadership team and school administration contact - Newsflash	Parents/caregivers Staff School administration	Individual
Website	- Current, informative, user friendly - School and P&C newsletters published fortnightly - Events calendar - Curriculum overviews per year level - Annual reports, school information, curriculum and school policies - Tuckshop, uniform shop, out of school hours care, swimming club	Parents/caregivers Staff Broader community	School administration

Facebook	Promotion of good news stories and school activities Secondary channel for event reminders and urgent changes to routine	Parents/caregivers Staff Broader community	School administration
Parent representatives	Support role for classroom teachers including: • promoting family involvement • point of contact for new families	Parents/caregivers <i>(The parent representative is not intended to be a direct communication channel for key school messages)</i>	School administration through Deputy Principal
Survey Manager & Consent Management (individual parent/caregiver email accounts)	Forms may be sent electronically through survey manager (individual parent/caregiver email accounts) for: • excursions • religion • third party consent permissions Paper copies for these events are available upon request. Paper copies will be sent home for select events that have smaller participation Paper copies of all forms can be returned to the front office.	Parents/caregivers Staff	School administration
Parent Handbook	Provided to: • new enrolments • parents at information nights term1 Available on website, with updates as required	Parents/caregivers Staff	School administration
Celebration of Stars	Monday 2:10pm – 2:45pm Even weeks: Year 4, 5 and 6 Odd weeks: Prep to Year 3	Students Staff Parents	Deputy Principals
Electronic Noticeboard (at front of school)	Current events and information for school and P&C	Parents/caregivers Staff Broader community	School administration

(B) School communication to parents/caregivers - Parent committees

Committee	Details	Audience	Lead responsibility
School Council	• Meets quarterly • Quarterly Council update in P&C newsletter	• Elected members from school, parents and community • Parents/caregivers, staff and broader community	School Council Chair supported by school administration
P&C	Meets on Tuesday in Weeks 4 and 8 Usually at Wellers Hill Bowls Club Information and reports emailed to subscribers and provided in school newsletter available on: • school website • QSchools app Events advertised on noticeboard and on website, Facebook	Parents/caregivers Staff Broader community	P&C Executive supported by school administration
P&C sub committees: • School operations (tuck shop and uniform shop) • Fundraising • School Age Child Care Service • Amateur swimming club • Bilingual Support Group	Meet as required Information and reports provided in P&C newsletter available as for P&C	• Elected members of sub committees • Parents/caregivers, staff and broader community	P&C Executive

(C) School communication to parents/caregivers regarding student centred matters

Channel	Details	Response expectations
Email Email is method preferred by majority of parents	School administration to utilise email as preferred channel	Information on emerging matters will be provided to parents/caregivers within two working days
Phone	School administration to utilise phone communication if this is considered the most appropriate method of managing the emerging matter	Information on emerging matters will be provided to parents/caregivers within two working days
SMS	• Advise of student absence • Advise of important reminders or last minute changes in programs or calendar	SMS system designed to send a message if student has not been marked on the roll - same day response
QSchools app	• Latest news, events and newsletters • Up to date notifications	Latest notifications available

Face to face meeting	School administration to utilise face to face meeting if this is considered the most appropriate method of managing the emerging matter	Information on emerging matters will be provided to parents/caregivers within two working days
Parent information	Provided early in term 1 by class teachers and specialist teachers (Sent to parents in Week 1)	Information to be provided at the end of previous year and reinforced once school commences for the new year

(D) Class and specialist teacher communication to parents/caregivers

Channel	Details	Response expectations
Email	Teacher to advise parent /caregiver of: - award presentations or involvement at assembly - emerging problems with student - other relevant matters	Within three days of assembly Within two days As needs arise
Phone contact	Teachers to utilise phone communication if this is considered the most appropriate method of managing the emerging matter	Within two days
Face to face meeting	Teacher to request appointment via email to parent if a face to face meeting is most appropriate method of managing the emerging or ongoing matter	Within two days
Parent information	Provided early in term 1 by class teachers and specialist teachers	Information to be provided at the end of previous year and reinforced once school commences for the new year
Student progress meetings	Arranged as a whole school event twice yearly	Dates are advised with at least six weeks notice
Student reports	Completed by class and specialist teachers	Available at the end of each semester
Year level celebrations	Included in school newsletter	

(E) Parent/caregiver communication to teachers regarding student and classroom centred requests and information

Teachers are teaching between 8.50am and 3pm and may not have the time to contact parents during the day, as their first priority is the students.

Channel	Details	Response expectations
Email	Contact teacher directly outlining information required, or details of issue or concern relating to student or classroom	- Response from teacher within two working days - If the matter is complex, a full response may take longer. Parent will be advised if this is the case - Teachers are not expected to respond during evenings, weekends or holidays
Phone	Contact school administration and leave a message for teacher, giving brief details of issue or concern	- Response to message within two working days - Teachers are not expected to respond during evenings, weekends or holidays
Face to face meeting	Parent/caregiver to request appointment via email to teacher	- Response to request within two working days - Teachers are not expected to respond during evenings, weekends or holidays

(F) Parent/caregiver communication to leadership team

Parents are encouraged to communicate or make an appointment with the appropriate member of the leadership team to assist with questions, concerns and significant issues. The avenues to follow before contacting the leadership team are outlined in the table below.

Once these avenues have been explored, if there is a need to refer the matter to the leadership team contact the member of the team who is line manager for the year level by email or phone. Response will be provided within two working days. Members of the leadership team are not expected to respond during evenings, weekends or holidays.

If a parent wishes to discuss an issue that they consider may affect the whole school, or relates to a school policy matter, contact the principal via the school office, or by email.

Matter	Contact
Academic performance	Class or Specialist teacher
Behaviour including: • Unusual class or playground behaviours • Change in attitude to school • Issues with other students	Class or Specialist teacher
Emotional and health and wellbeing concerns including: • Special needs • Change in emotional state	Class teacher
Student absence	Parents provide information of student absence by phoning the absence line on 32491 333 and selecting option 1. If a discussion with a teacher regarding the absence is required, please email the teacher directly. Please note that an SMS may result if the absences is not notified on the absence list.