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# COMMUNICATION PLAN

## WELLERS HILL STATE SCHOOL P&C ASSOCIATION

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### STATEMENT OF PURPOSE

At the Wellers Hill State School P&C we believe close links between the school and our parents and community are vital in ensuring all students achieve their maximum potential. To aid in achieving this the P&C communication plan follows the format of the WHSS communication plan to help maintain continuity and minimise misinterpretation between the communication plans.

Wellers Hill State School P&C believes that effective parent and community engagement is beneficial to successful student care and wellbeing outcomes. The P&C is focused on ensuring a meaningful partnership between parents, educators, school leaders and the executive committee with shared goals regarding maximising positive outcomes for students.

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## **1. RATIONAL**

We aim to have clear, effective and positive communication to ensure the community and parents are provided with:

- Clear expectations and timely responses to engage all stakeholders
- Establishing collaborative opportunities for parents to share their opinions and needs and to participate in their child's care
- Ensuring a solutions focussed approach to problems that are raised, are managed in a manner consistent with community expectations, professional standards and legal obligations

## **2. OBJECTIVES**

- Establish consistent communication pathways between the P&C and it's key stakeholders
- Ensure parents are fully informed about School Ages Child Care Services (SACCS) expectations and requirements.
- Ensure Educators are fully informed about requirements, events and expectations in a timely way.
- Provide parents with the avenue to communicate their concerns with the Operations Manager, Service Manager or coordinator of SACCS with a clear path to take these further if needed by following the Wellers Hill State School P&C Communication Plan.
- 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.
- Document all notable/actionable communications between parents and SACCS.

## **3. PRINCIPLES**

P&C communications may take many forms, however, all methods of communication shall maintain a consistent theme of:

- Clear
- Relevant
- Consistent
- Accurate

#### 4. KEY STAKEHOLDERS

- Parents and caregivers
- Staff and Educators
- Members of the P&C
- Broader community
- P&C Sub Committees

#### 5. SCHOOL AGED CHILD CARE SERVICE (SACCS) STAFF

##### **Service Manager**

Claire Ravenswood

[saccsservicemanager@wellershillpandc.com.au](mailto:saccsservicemanager@wellershillpandc.com.au)

##### **Coordinator**

Stefanie Brandon

[saccscoordinator@wellershillpandc.com.au](mailto:saccscoordinator@wellershillpandc.com.au)

##### **Administration**

Lee Gazzard

[saccsadmin@wellershillpandc.com.au](mailto:saccsadmin@wellershillpandc.com.au)

##### **Assistant Coordinator**

Susanna McClintock

[saccsadmin@wellershillpandc.com.au](mailto:saccsadmin@wellershillpandc.com.au)

**SACCS Phone Number: 0499000758**

SACCS staff are onsite from 6.50am to 6.00pm

The best time to call is **after 10am and before 1pm**

### **General SACCS Emails**

Feedback: [saccsservicemanager@wellershillpandc.com.au](mailto:saccsservicemanager@wellershillpandc.com.au)

Statement Queries: [saccsstatement@wellershillpandc.com.au](mailto:saccsstatement@wellershillpandc.com.au)

General Enquiries: [saccsadmin@wellershillpandc.com.au](mailto:saccsadmin@wellershillpandc.com.au)

Bookings: Xplor App (Existing Families)

Changes to Bookings: Xplor App (Existing Families)

Absenteeism: Xplor App (Existing Families)

Cancellations: [saccsadmin@wellershillpandc.com.au](mailto:saccsadmin@wellershillpandc.com.au)

### **Hours of Operation**

Before School Care: 6.50am to 8.50am

After School Care: 2.50pm to 6.00pm

Vacation Care: 7.00am to 6.00pm

Pupil Free Days: 7.00am to 6.00pm

## 6. TUCKSHOP

**Tuckshop Phone: (07) 3249 1318**

**Email:** [tuckshop@wellershillpandc.com.au](mailto:tuckshop@wellershillpandc.com.au)

Tuckshop is open on Wednesdays, Thursdays and Fridays.  
Orders need to be placed before 8.30am each day via Flexischools.  
Try ordering your tuckshop the night before to avoid peak times.

## 7. UNIFORM SHOP

**Uniform Shop Phone: (07) 3249 1361**

**Email:** [uniformshop@wellershillpandc.com.au](mailto:uniformshop@wellershillpandc.com.au)

The Uniform Shop is open on Tuesdays from 8.00am to 10.00am and  
Wednesdays afternoons from 1.30pm to 3.30pm (during school terms).

## 8. SWIM SCHOOL

**Swim School/Club: 0412 700 903**

(3.15pm-5.00pm during lessons and Friday night during swim season)

**Swim School Email:** [swimschool@wellershillpandc.com.au](mailto:swimschool@wellershillpandc.com.au)

### **General Emails**

**Swim school enquiries** (lessons, squad, adult classes):  
[swimschool@wellershillpandc.com.au](mailto:swimschool@wellershillpandc.com.au)

**Swimming club enquiries** (Friday nights):  
[wellersratzswimclub@wellershillpandc.com.au](mailto:wellersratzswimclub@wellershillpandc.com.au)

**Swimming registration:** Through website  
<http://wellersratz.com>

## 9. P&C OFFICE

**P&C Office Phone: (07) 3162 1965**

**Email:** [pcadmin@wellershillpandc.com.au](mailto:pcadmin@wellershillpandc.com.au)

### **Operations Manager**

Liz Nichols

[opsmanager@wellershillpandc.com.au](mailto:opsmanager@wellershillpandc.com.au)

### **Assistant Operations Manager**

Sarah Bocquee

[pcadmin@wellershillpandc.com.au](mailto:pcadmin@wellershillpandc.com.au)

## 10. P&C EXECUTIVE TEAM

### **President**

Cath Scott

[president@wellershillpandc.com.au](mailto:president@wellershillpandc.com.au)

### **Vice Presidents**

SACCS- Nicole McGregor

[vpsaccs@wellershillpandc.com.au](mailto:vpsaccs@wellershillpandc.com.au)

COMMUNITY- Roxanne Cloughton

[vpcommunity@wellershillpandc.com.au](mailto:vpcommunity@wellershillpandc.com.au)

### **Secretary**

Andrew Jeffries

[secretary@wellershillpandc.com.au](mailto:secretary@wellershillpandc.com.au)

### **Treasurer**

Courtney Czechowski

[Treasurer@wellershillpandc.com.au](mailto:Treasurer@wellershillpandc.com.au)

## 11. COMMUNICATION PATHWAY

Pathway	Channel	Details/Expectations	Audience	Lead Responsibility
Two way communication between all members of the Audience	P&C Meetings	Meets monthly on the fourth Wednesday. During school term. Information and reports provided via email prior to meetings and in P&C newsletter: <ul style="list-style-type: none"> <li>• Available fortnightly (alternate week to school newsletter) on:                             <ul style="list-style-type: none"> <li>• school website</li> <li>• QSchools app</li> <li>• Email alert with link for registered subscribers</li> <li>• Events advertised on noticeboard and on website, Facebook</li> </ul> </li> </ul>	- P&C executive and Members - Current Parents - Community Members - School administration	P&C Executive supported by school administration
P&C direct communication to the Audience	P&C Newsletter	<ul style="list-style-type: none"> <li>• Available fortnightly (alternate week to school newsletter) on:                             <ul style="list-style-type: none"> <li>• school website</li> <li>• QSchools app</li> <li>• Email alert with link for registered subscribers</li> <li>• Paper copies available at school office</li> </ul> </li> </ul>	Parents/caregivers Staff Broader community	P&C Executive supported by school administration
Two way communication from Community to P&C Executive	Emails to P&C Executive team	As needed.  Email the executive that your concern most relates to	P&C Executive Team <ul style="list-style-type: none"> <li>• Parents/caregivers, staff &amp; community</li> </ul>	Parents/caregivers, staff & community



<p>Two way communication between all members of the Audience</p>	<p>P&amp;C Sub Committees (Excluding School age child care service):</p> <ul style="list-style-type: none"> <li>• Swim club</li> <li>• Music</li> <li>• Sports</li> <li>• School operations (tuck shop and uniform shop)</li> <li>• Fundraising</li> <li>• Bilingual Support Group</li> <li>• Facilities and sustainability</li> </ul>	<p>Meet as required Information and reports provided in P&amp;C newsletter and during P&amp;C meetings</p>	<p>Elected members of sub committees</p> <p>Parents/caregivers, staff and broader community</p>	<p>P&amp;C Executive</p>
<p>Two way communication between all members of the Audience</p>	<p>P&amp;C Sub Committee - School age child care service</p>	<p>Meets monthly on a Thursday evening during school term. Everyday workings of SACCS. Discussion of ideas, problems and solutions Strategic plans to enhance the children's experience</p>	<p>Elected members of sub committees</p> <ul style="list-style-type: none"> <li>• Parents/caregivers, staff and broader community</li> </ul>	<p>P&amp;C Executive</p>
<p>Two way communication between all members of the Audience</p>	<p>P&amp;C and School administration meetings</p>	<p>As Needed when issues arise and to check alignment with the school's strategic plan</p>	<p>P&amp;C Executive</p> <ul style="list-style-type: none"> <li>• school administration</li> </ul>	<p>P&amp;C Executive supported by school administration</p>

<b>COMMUNICATION PATHWAY- SACCS</b>				
Direct communication between the Community to SACCS	Email <b>to</b> School age child care service	A SACCS member will respond with in the time frame set out in our objectives.	Parents/caregivers, staff and broader community • SACCS Team	SACCS Team member
Direct communication between SACCS to the community	Email <b>from</b> School age child care service	As needed or Responding to a SACCS family email with in the time frame set out in our objectives	SACCS Team member • Parents/caregivers, staff & community	SACCS Team member
Direct communication between the Community to SACCS	Phone call <b>to</b> School age child care service	Phone calls to be made to the SACCS phone number <b>0499000758</b> . Immediate response between 10am -1pm. Outside those times messages can be left and a SACCS member will respond with in the time frame set out in our objectives.	Parents/caregivers, staff and broader community • SACCS Team	SACCS Team member
Direct communication between SACCS to the community	Phone call <b>from</b> School age child care service	Immediate response between 10am -1pm. Outside those times a SACCS member will respond with in the time frame set out in our objectives. Unless in an emergency situation.	SACCS Team member • Parents/caregivers, staff & community	SACCS Team member
Direct communication between the Community to SACCS	Reporting absenteeism	Using the Xplor app. Go to bookings and select the date or session your child/ren will be absent. Mark as absent and the notification will be immediately sent to the SACCS team	Parents/caregivers, staff and broader community • SACCS Team	SACCS Team member

Direct communication between SACCS to the community	Responding to absenteeism	SACCS coordinator will respond to absenteeism through the Xplor app, by sending back an acknowledgement receipt prior to the session of absenteeism.	SACCS Team member • Parents/caregivers, staff & community	SACCS Team member
Direct communication between SACCS to the community	Responding to unexplained absenteeism	A text message will be sent to families asking for clarification on the whereabouts of the child/ren. Response methods for families will be included in the text message	SACCS Team member • Parents/caregivers, staff & community	SACCS Team member
Direct Communication from SACCS to Community	SACCS Facebook Page	SACCS staff will update the Facebook page with daily activities, program ideas, staff training, and professional development building.	SACCS Team member • Parents/caregivers, staff & community	SACCS Team member
<b>COMMUNICATION PATHWAY - TUCKSHOP, SWIM SCHOOL &amp; UNIFORM SHOP</b>				
Direct Communication to Tuckshop	FLEXISCHOOL (Orders) Email (Enquires)	Using Flexishcool families can place tuckshop orders, Wednesday, Thursday or Friday.	Tuckshop • Parents/caregivers, staff & community	Parents/caregivers, staff & community
Direct Communication to Uniform Shop	FLEXISCHOOL (Orders) Email (Enquires)	Using Flexischool families can place uniform orders. Orders can be picked up by your children or delivered to SACCS	Uniform Shop • Parents/caregivers, staff & community	•Parents/caregivers, staff & community
Direct Communication to Swim club	Website (Register) Email (Enquires)	Email for general enquiries or use the website for registration.	Swim Club • Parents/caregivers, staff & community	Parents/caregivers, staff & community

