



ST COLUMBA'S

PRIMARY SCHOOL WILSTON

SCHOOL POLICY

COMMUNICATIONS

Policy Statement

Effective communication is essential in fostering a positive and collaborative school community. At St Columba's, we value respectful, open, and timely communication between staff, parents, and students to support student learning, well-being, and engagement. This policy outlines our expectations and preferred methods of communication in alignment with Brisbane Catholic Education (BCE) guidelines.

Principles of Communication

All communication within our school community should reflect the values of respect, trust, and collaboration.

We commit to:

- Communicating in a timely and professional manner.
- Using appropriate channels for different types of communication.
- Encouraging positive and respectful interactions.
- Ensuring clarity and consistency in messaging.
- Protecting privacy and confidentiality in all communications.

Expectations for Communication

- Communication between parents and staff should be respectful, professional, and focused on student well-being and learning.
- Parents and staff should allow reasonable time for responses. Staff will respond to emails or messages within two working days during school hours (8:00 am – 4:00 pm, Monday to Friday).
- Urgent matters should be directed to the school office by phone rather than email.
- Parents should communicate constructively and with mutual respect, ensuring discussions remain positive and solutions focused.
- Staff are not expected to respond to emails outside of working hours, on weekends, or during school holidays.
- Social media platforms and personal messaging apps (e.g., WhatsApp, Facebook Messenger) are not appropriate channels for communication between parents and staff regarding school matters.

Preferred Communication Methods

To ensure clarity and efficiency, the following communication methods are encouraged:

Communication Type	Purpose	Method
General School Information	Updates, events, notices	School Newsletter, Looking Forward PDF, BCE App, School Website
Teacher-Parent Communication	Student progress, class-related matters	Email, Parent-Teacher Meetings

Absences	Reporting student absence	BCE App, Email to Office
Urgent Issues	Immediate student concerns	Phone call to Office
Formal Concerns	Behaviour, learning, or well-being concerns	Email to arrange a meeting with the teacher or leadership team

Benefits of a Clear Communication Process

A well-defined communication process ensures that:

- Parents and staff work together effectively to support student learning and well-being.
- Concerns are addressed in a timely and constructive manner.
- Miscommunication and misunderstandings are minimised.
- A positive school culture is maintained, where all interactions reflect our school values of respect, collaboration, and responsibility.

Addressing Concerns and Feedback

- Parents are encouraged to address concerns directly with their child's teacher first before escalating to school leadership.
- If further discussion is needed, an appointment can be made with the relevant leadership team member.
- The Principal and leadership team are available to support concerns that require further resolution.

By following this policy, we can ensure a strong, respectful, and collaborative relationship between parents, staff, and students, enhancing the learning environment at St Columba's Primary School.

For further information or clarification, please contact the school office at pwilston@bne.catholic.edu.au or 3356 9866.

Enforcement and Compliance

This policy is enforced to uphold the safety standards of our school community. Compliance is expected from all parents, staff, visitors and volunteers to ensure the well-being of our students and staff.

Review and Adoption

This policy is effective immediately upon adoption by the school administration and will be reviewed periodically to ensure its alignment with safety protocols and regulatory guidelines. Any necessary revisions will be communicated to all stakeholders promptly.

Approval and Review Details

Approval and Review			
Prepared By	Parent Representatives, WHSO Peter Maynard and School Principal Nick Fogarty.		
Approved By	School Leadership Team		
Endorsed By	St Columba's School Board	Date:	June 2025
Next Review Date	June 2028		