



Help for non-English speakers

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

Purpose:

The purpose of this policy is to explain expectations and protocols regarding the types of communications at Brentwood Secondary College.

Scope:

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

Policy:

Brentwood Secondary College values clear, effective and timely communication with all stakeholders for the following purposes:

1. To build an effective partnership between parents/carers, students and staff.
2. To ensure staff, students, parents/carers and the wider community are informed about key information that relates to them.
3. To provide parents/carers and students helpful and timely responses to common enquiries.
4. To ensure members of our school community are directed to the most appropriate person to assist them.
5. To enable the school to celebrate and recognise achievements.
6. To inform parent/carers and students of their academic progress.

The College is committed to effective, efficient and environmentally friendly forms of communication. Therefore, the use of digital platforms, where appropriate, will be used.

Who to contact for common enquiries:

- The General Office is the first point of contact for all enquiries (Ph: 8545 0300).
- Compass should be used to report a student absence. If this is not possible parents/carers should contact the Attendance Officer in the House Hub
- The classroom teacher is the first point of contact to discuss a student's academic progress, health or wellbeing. Teachers can be contacted via Compass/Email or phone.
- Parents/carers may request to schedule an appointment with staff during normal business hours (8.30 – 4.30pm).
- The House Leader should be contacted if the matter is of a more serious nature.
- For enquiries regarding camps and excursions, please check Compass in the first instance, and then contact the teacher responsible for the camp as stated on the event information.
- To make a complaint, please refer to the [Managing Complaints Policy](#) available on the College Website.

Requests for information:

Parents/carers are generally entitled to information ordinarily provided to parents/carers, including school reports and newsletters.

Parents/carers seeking information that is not ordinarily provided to them 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.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
 Department of Education and Training
 GPO Box 4367
 MELBOURNE VIC 3001

Communication protocols:

- Staff, parents/carers and students should follow the behaviours outlined in the Statement of School Values and Philosophy in relation to all communications and interactions with each other
- School communications should be used for school business only
- Staff, parents/carers and students are not expected to respond to emails or Teams messages outside of school hours (8.30am to 4.30pm)
- School staff will do their best to respond to general queries as soon as possible and ask that parents/carers and students allow 48 hours, excluding non-school days, to provide a detailed response. Should this not occur, a Principal Class member should be notified and they will follow up on behalf of the person making contact
- If emails or Teams messages are sent after hours allow 48 hours, excluding non-school days, for a reply
- Staff are encouraged to refrain from sending emails to parents/carers or students that may cause distress or anxiety at a time when parents/carers are unable to clarify information or follow up due to the school being closed
- Staff will endeavour to acknowledge receipt of students’ work on Compass as soon as possible after the due date. At times this may not be possible, therefore parents/carers and students should wait 48 hours (excluding non-school days) after a Compass due date before contacting the teacher
- The school will endeavour to respond to urgent matters within 24 hours.

Communication methods and purposes:

The following table outlines the communication methods used by the College and their specific function/s

| Communication Medium | Purpose | Audience | Responsibilities |
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| College Website | <ul style="list-style-type: none"> • Public face of the College • Information about the College to the community • Celebrate school events and achievements | <ul style="list-style-type: none"> • Primarily External • Secondary source of information for internal | <ul style="list-style-type: none"> • Director of College Operations to manage • Principal Class to approve all updates and content |

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| | <ul style="list-style-type: none"> • Provide access to the College Newsletter and compliance documents/policies • Marketing • Curriculum overview/handbooks. | community (i.e. Overview Calendar with big events). | <ul style="list-style-type: none"> • Staff & students invited to contribute • Parents, carers, students and staff to read. |
| Newsletter | <ul style="list-style-type: none"> • Articles celebrating events and student achievements • Enable partnerships with community organisations • Provide advice to parents/carers and families • Provide updates on teaching and learning at Brentwood • Provide updates on College events. | <ul style="list-style-type: none"> • Primarily Internal, but available to external audiences. | <ul style="list-style-type: none"> • Library/Communications Support ESS to manage and update • Students and staff create content • Parents/carers, students and staff to read & subscribe. |
| Compass | <p>Internal Communications for Staff, Students and Parents/Carers:</p> <ul style="list-style-type: none"> • Newsfeed Items • Calendar • Official School Documents • Learning Tasks/Reports/Analytics • Chronicle (Staff Only) • Insights • Payments • Email. | <p>Internal - Brentwood Community</p> <ul style="list-style-type: none"> • Announcements and Notices • Official Calendar • Official School Documentation • Reporting Student Progress • Staff Only Notes • Feedback & Survey Tool. | <ul style="list-style-type: none"> • Compass is overseen by the Principal Class, with specific staff having responsibilities for particular modules as directed by the Principal. |
| Facebook & Instagram Official Pages | <ul style="list-style-type: none"> • Celebrating student achievements • Information about events • Increase community engagement in the College • Engage Alumni in College Community • Promoting College Events (Advertising). | <ul style="list-style-type: none"> • Public – Parent/Carer & Student Engagement. • Connecting with students and ex-students. | <ul style="list-style-type: none"> • Director of College Operations to oversee. • Library/Communications Support ESS to manage and update with regular posts. • Principal Class to make posts. |
| Twitter | <ul style="list-style-type: none"> • Link with Facebook • Increase community engagement • Sharing educational news | <ul style="list-style-type: none"> • External and Internal | <ul style="list-style-type: none"> • Director of College Operations to oversee. • Library/Communications Support ESS to manage and update |

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| | <ul style="list-style-type: none"> Foster a positive learning climate. | | <ul style="list-style-type: none"> Principal Class to make posts. |
| Linked In | <ul style="list-style-type: none"> Sharing educational news Foster a positive learning climate. Recruiting staff. | <ul style="list-style-type: none"> External and Internal | <ul style="list-style-type: none"> Director of College Operations to oversee. Principal Class to make posts. |
| Email | <ul style="list-style-type: none"> Direct communication between individuals or groups of a general nature. | <ul style="list-style-type: none"> Internal and External | <ul style="list-style-type: none"> Individuals. Please refer to College Acceptable use of ICT, Community Code of Conduct Policy. |
| Telephone | <ul style="list-style-type: none"> Direct communication between individuals. | <ul style="list-style-type: none"> Internal and External | <ul style="list-style-type: none"> Individuals. Please refer to College Values and Community Code of Conduct Policy. |
| Meetings | <ul style="list-style-type: none"> Communication of more personal or sensitive information Collaboration Discussion Student Support Group Meetings Student Counselling (Pathways, Behaviour, Wellbeing, Academic etc.). Professional Learning | <ul style="list-style-type: none"> Internal (Parents/Carers, Students, Staff) | <ul style="list-style-type: none"> Individuals. Please refer to Community Code of Conduct Policy. |
| Letters | <ul style="list-style-type: none"> Serious issues. Celebrating success. When an email or other electronic form of communication is not appropriate. | <ul style="list-style-type: none"> Internal (Parents/Carers, Students, Staff) | <ul style="list-style-type: none"> Via approval of Principal Class only when on Brentwood Letterhead. |
| SMS | <ul style="list-style-type: none"> Inform parents/Carers about unexplained student absences Emergency management communications Risk management tool. | <ul style="list-style-type: none"> Current parents/Carers (internal) | <ul style="list-style-type: none"> Absence SMS managed by Attendance Officer under direction of Principal Class. Emergency SMS sent by authorisation of Principal Class. |
| Microsoft Teams | <ul style="list-style-type: none"> Primary Communication method between Staff Primary Communication between Staff and Students. | <ul style="list-style-type: none"> Staff and Students | <ul style="list-style-type: none"> Individuals. Please refer to College Acceptable use of ICT, Community Code of Conduct Policy. |

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| | <ul style="list-style-type: none"> • Primary Communication method between School Councillors. • Primary Communication method between PFA Members | | <ul style="list-style-type: none"> • Students to use Teams Channels to communicate to each other. • Teams Chat Feature to be used between Staff and or Staff and Students only (students cannot use the chat feature to communicate to each other) |
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At times, the College may utilise other communication tools for a specific purpose or audience (i.e. school camps). These will be approved as part of the event/program approval process and communicated to the students, staff and parents involved.

Further Information and Resources:

- Community Code of Conduct Policy
- Digital Technologies Policy
- Use of Student Image Policy & Process
- DET Schools’ Privacy Policy.
- <https://www.vic.gov.au/freedom-information-requests-department-education>

Review Cycle and Evaluation: To be reviewed every 3 years or sooner if required. The next review is scheduled for 2026.

Consultation:

Education Council Sub – Committee – June 5, 2023

Approved by Council on: Monday June 19, 2023