

Communications

Parent/Guardian Communication Guidelines



1. Purpose

Brigidine College values positive communication and believes that it is critical in creating an engaging, positive and successful organisation. The College is committed to strengthening the partnership with parents/guardians, enhancing the educational experience and well-being of the student, and engaging positively with the broader community.

The College communicates with stakeholders in a variety of ways to share information regarding the student's education and the College community. The College aims to listen to and respond appropriately to all concerns and requests.

2. General Information

- 2.1 To ensure that strong relationships are developed between the College, parents/guardians and the community, communication will be respectful, professional and underpinned by privacy and confidentiality principles.
- 2.2 The College office and switchboard operates between 8.00 am until 3.30pm, Monday to Friday.
- 2.3 The College closes for a period in December and January. Urgent queries may be directed to office@brigidine.qld.edu.au (email). Please note that there may be a delay in responding to any queries during this time.
- 2.4 College staff will endeavour to respond to queries within 48 working hours of receiving the query. If resolution requires additional time, this will be notified.

3. Parent responsibilities – Communicating with the College

Parents/Guardians commit to:

- corresponding with staff at a reasonable time of the day (8.00am – 5.30pm). The College understands that parents/guardians may email or leave a voice mail message at a time convenient to them (eg after ordinary working hours). Parents/Guardians acknowledge that the staff member will endeavour to respond within 48 working hours of receipt.
- regularly seeking information from the established channels of communication, including, but not limited to:
 - the College App (available from your AppStore);
 - email;
 - the College website;
 - the College Blog;
 - parent/teacher evenings (Terms 2 and 3);
 - parent information sessions;
 - Parents & Friends Association Meetings;
 - social media;
 - student Portal pages; and

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- online and personal meetings.
- communicating in the first instance with the classroom teacher or Home Room teacher (pastoral) by phone or email.
- requesting a mutually convenient meeting time to meet with the relevant staff member.
- requesting a meeting with the appropriate Middle Leader if the matter has not been resolved.
- seeking assistance from a member of the College Leadership Team if the matter requires further assistance to be resolved.
- providing information requested by the College as necessary for educational or operational purposes. This shall be provided in a timely manner.
- making available any significant information that will assist the College in providing education for, and ensuring the care and safety, of their daughter.
- ensuring that information provided to the College remains current (eg medical plans).
- not make statements purporting to be on behalf of the College (eg to media outlets). Statements made on behalf of the College to external parties by any means of communication (verbal, written, electronic) can only be made by authorised representatives of the College. Authorisation is to be given by the Principal or their delegate.

3. Privacy

The *Privacy Act 1988* (Privacy Act) regulates how the College collects, stores, provides access to, uses and discloses personal information. The Australian Privacy Principles are contained within the Privacy Act and the College will comply with these Principles. The College's Privacy Policy outlines how the College will meet its obligations.

The College may not be able to disclose information if a disclosure would constitute a breach of privacy obligations.

4. Communication

This document shall be placed on the College's website and communicated to parents/guardians or community members as required.

5. Monitoring, review and feedback

The effectiveness of this policy will be monitored and the policy reviewed every three years or earlier if required.

Feedback regarding this policy may be directed to office@brigidine.qld.edu.au.

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6. References

- Privacy Policy
- *Privacy Act 1988*
- Australian Privacy Principles
- Enrolment Policy
- Complaints Policy and Procedures (Students/Parents/Guardians)
- Codes of Conduct
- Communications Policy
- Communications Guidelines – Internal Staff Use only
- Communication Social Media

Revision History

Document Number	Revision Description	Principal Approval
Version 1	Communication Protocols College/Parent Communication	August 2014
Version 2	Reviewed and renamed to Communications – Parent/Guardian Communication Guidelines	September 2023

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