

## 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 wellbeing 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. Policy

- 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 encourages stakeholders to communicate with staff in an appropriate manner at a time suitable to them. Staff will endeavour to respond to messages within 48 working hours of receipt of the message. Depending on the circumstances, the staff member may advise that further time is required to action the query.
- 2.3 The College will provide information to stakeholders on a regular and timely basis. The College prefers to use digital channels of communication. Communication channels may include:
  - 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;
  - online and personal meetings; and
  - other platforms/channels as appropriate.

## 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.

## 5. Policy Communication

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

## 6. Monitoring, review and feedback

The effectiveness of this policy will be monitored and the policy reviewed every three years or earlier should the need arise.

Feedback regarding this policy may be directed to [office@brigidine.qld.edu.au](mailto:office@brigidine.qld.edu.au).

## 7. References

- Privacy Policy
- Australian Privacy Principles
- Enrolment Policy
- Complaints Policy and Procedures – Students, Parents/Guardians
- Codes of Conduct
- Communications – Parent/Guardian Guidelines
- Communications – Social Media Policy
- Communications – Staff Guidelines

## Revision History

| Document Number | Revision Description                        | Principal Approval |
|-----------------|---|--------------------|
| Version 1       | Original Policy                             | August 2014        |
| Version 2       | Review and renamed to Communications Policy | September 2023     |

**END OF POLICY**