COMMUNICATION POLICY (updated July 2026)

RATIONALE

Successful communication strategies are an integral part of building Maida Vale Primary School's reputation and image, both within our internal community and with the public. In all environments communication from Maida Vale Primary School should be:

- Professional
- Relevant
- Accurate
- Personalised
- Timely

Communication procedures will vary in different situations and between stakeholders, however all forms provide a clear, transparent message leading to shared understandings of expectations.

Stakeholders include:

- Students
- Parents and guardians
- Prospective Parents
- Staff
- Board Members
- P&C Association
- Friends of our School
- Wider community
- Department of Education

COMMUNICATION OBJECTIVES

Maida Vale Primary School seeks to:

- Promote the school's Purpose and Values.
- Provide parents and the wider community with information regarding events, outcomes and other happenings at the school.
- Provide staff with information about events, outcomes, expectations and other happenings at the school.
- Provide a two-way, transparent channel of communication between the school and parents, encouraging open discussion.
- Provide parents with an avenue for communicating their concerns to teachers as well as an avenue to take their concerns further is necessary.
- Enact a two-way channel of communication between staff for communicating concerns and opportunities.
- Provide an open channel of communication between staff and students for honest discussion and advice.
- Make it as easy as possible for families of prospective students to contact us and receive the information they need.
- Respond quickly to written, verbal or phoned requests for information or appointments – acknowledging calls within 24 hours (work-days) and scheduling appointment or provision of information within 48 hours (work-days).
- Respond quickly to concerns raised by families.

PATHWAYS OF COMMUNICATION

1. Parents - General

Channel	Details	Audience	Accountability
Fortnightly Newsletter – Created with Sway	Available fortnightly via Compass.	All parents, guardians, staff	Administration Rostered staff
Website Maida Vale Primary School	Current, user friendly, informative	Internal and external stakeholders	Administration

Schools Online DoE Weblink	School details including; • Student numbers • Contact details • Attendance trends • Student Outcomes • School Reports • Prospective and current Parents/guardians • Staff Administration	Prospective and current parents/guardians Staff	Administration
Assemblies	Fortnightly (usually) Highlight values and virtues of the school. Celebrate and showcase; to act as a window to our classrooms	Students Staff Parents/guardians Families and wider community	Administration Rostered Class teachers
Compass News Feed	Term Planners Excursion Information/Permission Slips Specific Administrative letters/ brochures Up to date events and information	Parents/guardians Staff	Administration Class Teachers
Emails – school email and individual staff members	Teacher-parents/guardians contact Parent/guardian – teacher contact	Parents/guardians Staff	Administration Staff Parents

2. Parents – Committees

Channel	Details	Audience	Accountability
School Board	Meetings held 7.30am Weeks 3 and 7. Open Meeting for community held once per year.	Elected members from school and community Parents and community	School Board Chair Principal
P&C	Open meetings for community. Tuesday evening 6:30 – 8:00pm Week 2 and 6 each term.	Parents/guardians Community	Administration P&C President P&C Executive

3. Parents – Student Centred

Channel	Details	Audience	Accountability
Face-to-Face	• Formal and informal interviews as required. • Annual Open Classroom Night – Term 3 • Student Services	Parents/guardians Teachers Administration	Classroom Teachers Administration Student Services Team Parents/ guardians Outside agencies
Academic Standard	• Formal reports issued Terms 2 & 4 via Email • Information presentations (varied) • End of year presentation assembly • Annual Report	Parents/guardians Teachers Administration Students	Administration Staff
Absentee Notification	• Verbal • Via Compass • Email to teachers/Administration	Parent/guardian School	Parent/ Guardian Attendance Officer

4. Staff to Staff Communication

- Weekly Memo- whole staff (via Teams)
- Compass News Feeds
- Emails- specific staff and staff groups
- Staffroom noticeboard
- Pigeonholes
- Staff Meetings
- Professional Learning Communities – Collaboration/Sharing
- Performance Development Meetings
- School Development Days

5. Parents to Administration

Parents are encouraged to make an appointment with the appropriate member of the Administration to assist in queries, concerns or significant issues. However, the pathway before scheduling meetings with Administrators are clear.

Concern	Details	Communication Pathway
Absentee	• Taking mid-term holiday • Repeated absence	1. Teacher 2. Principal
Academic Performance	• Class teacher/ Specialist teacher	1. Teacher
Emotional/ Health Concerns	• Identified Special Need • Change in emotional state	1. Class teacher 2. Associate Principal 3. School Psychologist
Behavioural	• Unusual class/ playground behaviours • Change in attitude to school. • Issues with other students	1. Classroom teacher 2. Associate Principal 3. Principal

Staff Behaviour	• Inappropriate response/ behaviour	1. Principal 2. Standards and Integrity

SCHOOL EMAIL POLICY

Email is seen as an effective form of communication between the school and parents.

Maida Vale Primary School expects that parents and school staff will use email in a responsible manner. By communicating via email all users agree to adhere to this policy and expected behaviours it outlines. Users who do not comply with this policy may be requested to cease communicating in this way.

Rationale:

The use of email allows the school, teachers and parents to communicate together in a quick and efficient manner.

Purpose

- To ensure the use of email communication between teachers and parents is carried out in a mutually respectful manner.
- To ensure all email communication is treated in a confidential, legal and ethical manner.
- To provide processes that minimise the chance of inappropriate use, and provide clear consequences of such usage.

Email Agreement

All users **MUST** adhere to all email conditions below.

- Appreciate using email to communicate does not result in an immediate response however a maximum 48 hour (2 workdays) acknowledging receipt of an email is expected. Actual response to an email query may take up to two more days, depending upon request.
- Recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the community without the explicit approval from the sender.
- If a recipient feels they are receiving an unreasonable number of emails they can request that the sender desist in sending further emails and that this request will be respected.
- All email communication will be carried out in a professional and appropriate format and tone.
- All school email users will adhere to DoE Telecommunications Use policy for email communication.

Resources

The following documents support and inform communication protocols at Maida vale Primary School:

Connect and Respect - Department of Education

School+Communities++Working+Together+-+Communication+protocols (1).PDF