



Communication Policy

Date of commencement: June 2025

Review date: January 2026

Purpose

Effective communication between schools, parents, students and the community form the foundation for developing and maintaining partnerships. To have a significant impact on student outcomes, communication needs to be focused on student learning and wellbeing. It must also be a genuine exchange of information and ideas between the student, the school, the home and the community.

This policy follows the guidance provided by the [Department of Education for communicating with your child's school](#). The Department of Education's guide outlines respectful communication expectations, encourages positive engagement with school staff, and supports student success and staff wellbeing.

Our Values

Our school offers your family a safe, supportive and rich learning environment underpinned by our core values of:

- Care and Compassion
- Respect
- Learning
- Responsibility
- Cooperation
- Effort

Objectives

This policy aims to provide all stakeholders with an understanding of our communication strategies and procedures.

Scope

This policy applies to all school staff; P&C Association executive, staff and committee members; parents; students; community groups; contractors; prospective enrolments; and volunteers.



Effort



Cooperation



Learning



Responsibility



Care &
Compassion



Respect



Approach

Communication is to be positive, accurate, meaningful and respectful to nurture a shared belief in high expectations for all students. Use language that is clear and accessible to parents and the community, avoid or explain confusing educational terms.

Access to information in other languages will be provided where possible, and modes to meet the diverse needs of parents and community members (for example, in person through sign language, translators, in written languages other than English).

Communication procedures

Information evenings

Year level information sessions are provided by Class and Student Empowerment Program Teachers in week 2 of Term 1. This is an opportunity to meet your child's teacher and hear about their teaching priorities. These sessions have staggered start times to allow parents to attend more than one year level information evening if needed.

Term planner

At the beginning of each school term, a term calendar will be published in the school newsletter, including major school events. There will be occasions when dates may change or events are altered. The school newsletter is a live document, so any changes will be reflected immediately.

Class newsletter

Each teacher will communicate their class activities, learning priorities for each learning area and classroom reminders at the beginning of each term on a standard class newsletter template. These will be sent in an email to all parents of each class.

School assemblies

Middle Years Assembly (Year 4 to 6): Monday, 2pm

Early Years Assembly (Prep to Year 3): Wednesday, 2pm

Student of the Month Assembly: Monday, 2pm in Weeks 2 & 7 each term (excluding Week 2 Term 1)

Whole School Assembly: Monday, 2pm as needed during term. This will replace year level assemblies that week.

Special Event Assembly: Varied, based on requirements.

All assembly dates and times are subject to change. Refer to Facebook and website calendar for up-to-date information.



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School newsletter

Most of the school and community information will be provided in the fortnightly school newsletter. The newsletter is sent via ePublisher to all parents and available on the front page of the school website. The newsletter is available in over 130 languages.

eFlash emails

Schoolwide/year level communication from the office is sent via eFlash (ePublisher) to parents and caregivers. This is a more secure method than emails and ensures that correct email addresses are used.

Facebook

Our [Facebook page](#) is maintained by the school and used for promoting moments and events that celebrate student learning and successes. Please allow a 48-hour turnaround for a response to any questions raised via the Facebook page.

School website

The school's website is www.ferrygrovess.eq.edu.au and contains important information about our school, enrolments, the curriculum, school calendar and documents.

Emails

We encourage email contact between parents and teachers. Teachers will not be able to respond to emails during the school day due to their teaching duties. Please allow a 48-hour turnaround time for responses to emails during the working week. This includes responses from leadership and the administration teams. If emails are considered inappropriate in tone or context, they will be responded to by a member of the leadership team.

- Principal email – principal@ferrygrovess.eq.edu.au
- Student payments – payments@ferrygrovess.eq.edu.au
- Enrolments – enrolments@ferrygrovess.eq.edu.au
- Student information updates – info@ferrygrovess.eq.edu.au
- Student absences – absences@ferrygrovess.eq.edu.au
- Newsletter submissions – communication@ferrygrovess.eq.edu.au

Phone

If you have an urgent matter, please phone the school office on 07 3550 5333 between the hours of 8:30am – 3:15pm. Out of office hours, please leave a voicemail and staff will retrieve the message on the next school day. Other useful contact numbers are:

- Student absence line – (07) 3550 5360
- Information line – (07) 3550 5350
- Student Empowerment Program – (07) 3550 5334
- Tuckshop – (07) 3550 5361
- Outside School Hours Care – 0467 677 763



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QSchools app

Our school website integrates with the QSchools app. QSchools app allows users to find and favourite multiple schools and receive real time notifications about statewide emergency alerts as well as school push notifications.

QParents app

QParents is an online portal that is free and allows parents to view attendance details, report cards, invoices and a history of payments. Parents can provide reasons for unexplained absences and notify the school of future absences, view and pay school invoices online and update student details including residential and postal address as well as medical conditions. In 2024 we will be integrating the digital consent module. Please refer to the [fact sheet for parents](#) for more information.

Report cards

At the end of each semester a written report is emailed to the parents of each student. Report cards can also be viewed on the QParents app or downloaded from the QParents website.

Parent/Teacher meetings

Meetings are held at the end of Term 1 and Term 3 and involve the class teacher and parent/s. The intention of these meetings is to allow for a face-to-face opportunity to discuss student progress.

Flexischools app

This free app is used by our P&C to allow parents to order and make cashless payments for school tuckshop, uniforms, fundraisers, and events.

SMS communication

Student absence notification SMS – our school will contact parents as soon as practicable on the day if a student is not at school and we don't know why. We ask parents to please respond to this SMS as soon as possible. Occasionally an SMS will be used in the event where a message needs to be communicated in a timely manner.

Endorsed by:

Melissa Fairleigh, P&C President

Melissa Jones, Staff representative

Approved by:

Matthew Meharg, Principal

Date of approval: 30/05/2025



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