

COMMUNICATION POLICY

PURPOSE

This policy outlines how Beaumaris Secondary College communicates with students, parents and carers, and how enquiries are directed to the most appropriate staff member.

SCOPE

This policy applies to all staff, students, parents and carers of Beaumaris Secondary College.

POLICY

Effective communication is central to building a strong partnership between home, school and students. At Beaumaris Secondary College, we are committed to providing communication that is timely, relevant and accessible. Our shared goal is to support student learning, wellbeing and a positive school environment.

COMMUNICATION CHANNELS

Compass	<ul style="list-style-type: none"> • Key information and action items • Attendance • Event consent • Timetable & calendar 	<ul style="list-style-type: none"> • Learning tasks • Reports • Payments • Email teachers
Teams/OneNote	<ul style="list-style-type: none"> • Student learning • Year level updates for students 	<ul style="list-style-type: none"> • Parent /Student /Teacher Conferences • Online information evenings
Newsletter	<ul style="list-style-type: none"> • College updates • Key dates • Student reports • Achievements • Staff interviews 	<ul style="list-style-type: none"> • Wellbeing articles • Careers news • Community news • Reminders
Website	<ul style="list-style-type: none"> • Policies • Event calendar 	<ul style="list-style-type: none"> • Publications • College information
Social media	<ul style="list-style-type: none"> • College life and events • Student achievements 	<ul style="list-style-type: none"> • Learning in action • Reminders
Email /Phone	<ul style="list-style-type: none"> • Direct communication with staff 	

CONTACTING THE COLLEGE

To ensure your enquiry is directed to the right person and resolved as quickly as possible, please use the guide below.

GOAL Mentor <i>Primary point of contact</i>	<ul style="list-style-type: none"> • General support • Wellbeing • Behaviour 	<ul style="list-style-type: none"> • Uniform • Attendance concerns • Family circumstances
Learning Area Teacher	<ul style="list-style-type: none"> • Learning and curriculum • Academic progress • Assessment 	<ul style="list-style-type: none"> • Home learning • Classroom matters
Office	<ul style="list-style-type: none"> • Urgent matters • Attendance notes • Medical information • Payments 	<ul style="list-style-type: none"> • General enquiries • Lost property • Changes to contact details
Head of House	<ul style="list-style-type: none"> • Safety and security • Complex concerns • Unresolved issues 	<p>See the Contact Us page on our website for your child's Head of House</p>

RESPONSE TIME

- Please allow up to 48 working hours for a response, though response times may occasionally be longer
- Urgent or safety matters will be prioritised and responded to as soon as possible

Please note that staff are not expected to respond to communication outside of working hours.

The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

COMMUNICATION EXPECTATIONS

- We ask all members of our community to communicate respectfully and follow the appropriate communication channels.
- Messages for students should be communicated via the Office during school hours.
- Please note, our social media channels are not monitored for enquiries.

ADDITIONAL INFORMATION

Interpreting Services

Interpreting support can be arranged for families who require assistance understanding school communication. Please contact the Office for more information.

Requests for Information

Parents and carers are generally entitled to information such as reports and newsletters. Requests for additional information may be managed through the Department of Education's Freedom of Information process.

Complaints

Please refer to the school's Complaints Policy for further information.

Communication Guide for Families

To support this policy, Beaumaris Secondary College has developed the **Communication Guide for BSC Families**. It provides a practical overview of communication channels, contact pathways, response times and expectations. See Appendix.

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2026
Approved by	Principal
Next scheduled review date	May 2030

1 COMMUNICATION CHANNELS

COMPASS

- Key information and action items
- Attendance
- Event consent
- Timetable & calendar
- Learning tasks
- Reports
- Payments
- Email teachers

TEAMS / ONENOTE

- Student learning
- Year level updates for students
- Parent /Student / Teacher Conferences
- Online information evenings

NEWSLETTER

- College updates
- Key dates
- Student reports
- Achievements
- Staff interviews
- Wellbeing articles
- Careers news
- Community news
- Reminders

WEBSITE

- Policies
- Event calendar
- Publications
- College information

SOCIAL MEDIA

- College life and events
- Student achievements
- Learning in action
- Reminders

EMAIL/PHONE

- Direct communication with staff

3 RESPONSE TIME



- Please allow up to 48 working hours for a response, though response times may occasionally be longer
- Urgent or safety matters will be prioritised and responded to as soon as possible

2 WHO TO CONTACT



GOAL MENTOR

Primary point of contact

- General support
- Wellbeing
- Behaviour
- Uniform
- Attendance concerns
- Family circumstances



LEARNING AREA TEACHER

- Learning and curriculum
- Academic progress
- Assessment
- Home learning
- Classroom matters



OFFICE

- Urgent matters
- Attendance notes
- Medical information
- Payments
- General enquiries
- Lost property
- Changes to contact details



HEAD OF HOUSE

- Safety and security
- Complex concerns
- Unresolved issues

See the [Contact Us](#) page on our website for your child's Head of House

4 COMMUNICATION EXPECTATIONS

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Please note our social media channels are not monitored for enquiries.

 [View our Communication Policy](#)