



Parent Communication Policy

Purpose

The purpose of this Parent Communication Policy is to establish clear and effective guidelines for communication between parents/guardians and school staff. Our goal is to foster a collaborative, respectful, and supportive partnership that promotes student success, well-being, and the overall educational experience.

Guiding Principles

1. **Respect and Professionalism:** Communication will always be conducted with respect, professionalism, and a focus on resolving concerns in a constructive manner.
2. **Transparency and Consistency:** The school will provide timely and accurate information about student progress, school activities, and other important updates. Parents will provide timely and accurate information about changes to their student's personal information, such as contact details, medical concerns, or family circumstances.
3. **Collaborative Engagement:** Parents are encouraged to actively engage in their child's education and maintain open lines of communication with the school. This includes notifying the school to report student absences prior to 9am on the day of their absence by either:
 - using the absence email (studentabsence@oakeyshs.eq.edu.au),
 - phoning the school office (4691 4100 and pressing 1) or the absence hotline (4691 4166),
 - SMS 0428 240 399 with student name, date of absence and reason for absence,
 - Respond to the absence text.
 - Report through QLearn, <https://qparents.qld.edu.au/#/login>

Parents should support the school's rules, policies and expectations for student behaviour, as well as work with the school to address any challenges their child may be facing.

4. **Confidentiality and Privacy:** All personal information about students and families will be kept confidential and handled in accordance with privacy laws.
5. **The Right to Disconnect:** In August 2024, the Fair Work Act introduced the Right to Disconnect for employees. It aims to improve employee well-being by promoting a better work-life balance and reducing burnout. The Right to Disconnect allows employees to refuse work-related contact outside of their working hours without facing repercussions, unless that refusal is deemed unreasonable

Key Communication Channels

1. **Email:** Email is for general communication between parents and school staff. Teachers and administrators will attempt to respond to emails within 2 business days. There may be times when a response is deemed unnecessary.
2. **Phone Calls:** Parents can reach out to staff by phoning the main office on 4691 4100. If the staff member is unavailable, staff will endeavour to make a return call within 2 business days.
3. **Parent-Teacher Interviews:** Parent-teacher interviews will be scheduled twice a year (in terms 2 & 3). Parents are invited to attend to discuss academic performance and overall behaviour and application of their students. Booking are made through SOBs. An email will be sent out when SOBs is open to take bookings.
4. **School Newsletters:** The school will send regular newsletters, once per term via email or through the school's website, highlighting important announcements, events, and updates.
5. **Social Media and Website:** The school will maintain an active presence on social media platforms (i.e.: Facebook) and regularly update the website to share important school news and events.
6. **P&C meetings:** Membership on the P&C is open to all parents. Meetings are held six times per year.

Guidelines for Effective Communication

1. **Respectful and Constructive Tone:** All communication should be respectful, constructive, kind and focused on finding solutions or addressing concerns.
2. **Timely Responses:** Teachers and administrators will attempt to respond to messages within 2 business days. Parents are encouraged to allow staff adequate time to address concerns.
3. **Appropriate Channels for Concerns:**
 - For **academic concerns**, contact the classroom teacher first.
 - For **behavioural, discipline or well-being concerns**, reach out to the teacher or Head of Student Support, depending on the severity. If they are unable to assist, they will pass the information to a relevant staff member (Teacher, Guidance Officer, Chaplain, Youth Support Co-ordinator, Head of Department, Head of Special Education Services, Deputy Principal or Principal).
 - For **school-wide or administrative concerns**, contact Administration.

All concerns should be communicated as early as possible to ensure that appropriate support can be provided. It is always important to remember that there are often more than two sides to a story and concerns may take time to be

investigated. It is also important to note that school staff are extremely busy and it is not always possible or appropriate to communicate outcomes of investigations or consequences for other students back to parents, caregivers or community members.

Conflict Resolution Process

Step 1: Make contact the teacher or relevant staff member to discuss the concern. Share your concerns and try to resolve the issue together.

Step 2: If the concern is not resolved, schedule a meeting with the Year Level Deputy Principal or Head of Student Support. They will work with all parties to mediate and find a resolution.

Step 3: If the issue remains unresolved, schedule a meeting with the principal.

Step 4: Lodge your concern with Regional Office.

Complaints Management Process

Oakey State High School acknowledges that parents, carers, students and community members have the right to make a complaint.

The Department of Education's [Customer Complaints Management Procedure](#) outlines how to lodge a complaint.

Conclusion

The partnership between parents and school staff is essential to creating an environment that nurtures the academic, social, and emotional growth of our students. This policy ensures that communication is clear, effective, and respectful for all parties involved, ultimately leading to a positive and successful school experience for every student, family and staff member.

Resources

- [Guide for Queensland state schools: Promoting respectful conduct by parents and visitors, and managing difficult or unsafe situations](#)
- [Managing inappropriate and hostile conduct procedure — Flowchart](#)

Communicating with your child's school

We value open and respectful communication with parents and carers, to support student learning.



You can expect schools to:

- recognise and celebrate your child's achievements
- report on your child's academic progress
- communicate about your child's learning, wellbeing and development
- inform you of any serious issues concerning your child
- alert you on the same day if your child is absent without a reason
- forward requests needing your consent or payment
- provide regular school updates and notify you of school events
- offer opportunities and ways to give feedback
- offer parent/carer-teacher interviews twice per year.



You should not expect:

- an immediate response to non-urgent inquiries - it may take a minimum of 2 or more business days
- staff to return calls or reply to emails outside standard business hours (including evenings and weekends)
- a response from staff to social media messages from their personal account
- access to teachers' personal phone numbers or emails
- teachers to discuss school matters when not at work (e.g. if you see a teacher outside of school hours in the community)
- meetings with staff during the school day without an appointment
- to be allowed on school grounds if you have been aggressive or harassed staff or students.



Contact your child's school if:

- your child will be absent, providing the reason
- you are concerned about your child's learning, social progress or wellbeing

- there are changes to your child's medical information
- there are changes in family circumstances
- you notice safety issues or behaviour changes at home
- issues arise that may affect student and/or staff safety at school
- you need to make or change an appointment.



When contacting your child's school:

- contact the school administration for general inquiries
- follow the school's processes for requesting meetings or contact with teachers
- for more complex or sensitive issues, request a face-to-face meeting to give the matter the attention it needs
- allow staff time to respond to your inquiry, remembering that teachers' priorities during the day are in the classroom.



How you can help your child's school:

- keep your contact details up-to-date
- read school communications
- use polite language in all spoken and written messages
- be open to ideas and willing to compromise if needed to reach an agreement.



If you are unhappy about something that has happened at school, you can make a complaint:

- first raise your concern with the school by making an appointment or sending an email
- if you're not happy with the outcome, you can speak with the principal or take your [complaint](#) to the school's [Regional Office](#). All complaints about staff or school operations are handled fairly.



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