

BURPENGARY
STATE SECONDARY COLLEGE



Communication Policy

2026

Scope:

This policy applies to all College staff, parents, carers and members of the College community. It outlines the expectations and responsibilities for effective, respectful and timely communication between the College and parents/carers, and among staff.

The policy supports open communication regarding student learning, wellbeing, attendance and College activities, while promoting professional collaboration, information sharing and consultation. It aims to foster positive relationships, mutual respect and a shared commitment to supporting student success and the effective operation of the College.

Purpose:

At Burpengary State Secondary College we are committed to fostering a culture of open, respectful, professional, timely and effective communication. Clear and consistent communication supports positive relationships between students, parents/carers, staff, and the wider College community, and contributes to student learning, wellbeing, engagement, and achievement. All College-related communication is expected to be conducted in a manner that reflects the College's values, promotes mutual respect, and complies with relevant legislative and privacy requirements.

Our College will:

- 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
- notify you promptly if your child is absent without explanation
- seek consent and payments when required
- provide regular updates and information about College events and activities
- offer opportunities for feedback and parent/carer-teacher interviews twice each year
- communicate in a timely manner through newsletters, the website, social media, email, SMS, telephone and in-person contact
- consult with families on matters affecting the College community, including policies and strategic planning
- encourage parents and carers to raise questions, concerns and feedback with staff, leadership and through the Burpengary Community Voice
- ensure staff and leadership are accessible, approachable and willing to assist through appropriate communication channels and scheduled meetings.

Parents/Carers will:

- contact the College administration for general enquiries
- follow College processes when requesting meetings or communication with staff
- arrange a meeting for complex or sensitive matters
- allow reasonable time for staff to respond to enquiries
- keep contact details current and up to date
- read and respond to College communications as required
- communicate respectfully and courteously in all interactions
- work collaboratively with the College and be open to discussion and resolution of concerns.

Staff will:

- communicate with colleagues in a professional, respectful and courteous manner
- share relevant information in a timely and appropriate way
- work collaboratively to support student learning, wellbeing and College priorities
- maintain confidentiality and privacy when handling sensitive information
- follow College policies, procedures and communication protocols
- address concerns constructively and through appropriate channels
- contribute positively to a collegial, inclusive and supportive workplace culture
- respect the expertise, roles and responsibilities of all staff members.

College Communication Methods

Burpengary State Secondary College uses a variety of communication methods to ensure timely, accurate and accessible communication with students, parents, carers, staff and the wider College community. Families are encouraged to regularly access these methods to stay informed about student learning, wellbeing, attendance, events and College operations.

 Telephone	The College telephone service should be used for urgent matters, student early collection, enrolment enquiries, changes to contact details, and to arrange appointments with staff or members of the Executive Leadership Team. Phone: 07 3481 6333 • Option 1 – Student Absences • Option 2 – Enrolment Enquiries • Option 3 – Finance Enquiries Office hours are Monday to Friday, 8:00am – 3:30pm during school terms.
 Email	Email is used for routine communication and the distribution of important information. • All families are requested to provide a current email address upon enrolment and advise the College of any changes. • Report Cards and excursion invoices are distributed electronically via email. • General enquiries can be directed to admin@burpengaryssc.eq.edu.au • Student absences due to illness may be reported via studentabsence@burpengaryssc.eq.edu.au • Staff email addresses are available on the College website and staff will endeavour to respond within 48 hours during business days, unless absent or on leave. • Urgent matters should be communicated via telephone rather than email. • Email should not be used for same-day changes to student collection or travel arrangements.
 COMPASS	COMPASS is the College's primary platform for attendance notifications and other important communications. • Automated SMS notifications are sent to parents/carers regarding unexplained student absences. • Notifications are generally issued by 10:00am where no absence has been reported. • Parents and carers may respond via COMPASS to explain an absence. • COMPASS may also be used to communicate urgent information, including emergency situations, school closures, safety information and compulsory school drills. • Attendance, behaviour, timetables and College notices may also be available. If you need to gain access to the COMPASS interface, please contact admin@burpengaryssc.eq.edu.au
 College Website	The College website provides access to key information including: • College policies and procedures • Staff email addresses • Curriculum and subject information • Student resource requirements • News, events and important updates • Enrolment information and forms www.burpengaryssc.eq.edu.au
 Facebook Page	The College Facebook page is used to: • Celebrate student and staff achievements • Promote College programs and events • Share reminders and important updates • Showcase learning and extracurricular activities www.facebook.com/BurpengarySSC
 Face to Face	The College values personal communication and provides opportunities for families to meet with staff throughout the year. These opportunities include: • Parent-Teacher Interviews (Terms 2 and 3) • Year 10 SET Plan Interviews • Information evenings • Futures Evening • School tours • Enrolment interviews • Meetings with teachers, guidance staff and members of the Leadership Team • Student early collection – Parents are required to come in and sign their students out if leaving early. Appointments should be arranged in advance to minimise disruption to teaching and learning.

 Newsletter	The College publishes eight electronic newsletters each year. The newsletter includes: • Student learning highlights • College news and updates • Upcoming events • Student achievements and celebrations Families are encouraged to contribute student achievements by contacting marketing@burpengaryssc.eq.edu.au
 Report Card	The College provides formal reports on student achievement and progress throughout the year. • Interim Report Cards are issued at the end of Term 1 and Term 3 • Semester Report Cards are issued at the end of Term 2 and at the conclusion of Term 4.
 QParents	QParents provides parents and carers with secure online access to student information. Functions include: • Online consent forms • Online payments • Attendance notifications • Student details and contact information • Access to selected student records and information If you need to gain access to the QParents interface, please contact enrolments@burpengaryssc.eq.edu.au
 Electronic Sign	Electronic sign located at the front of the College is used to: • Promote College events and achievements • Provide reminders and important dates • Share community and College announcements
Burpengary Community Voice (BCV)	The Burpengary Community Voice provides a platform for parents and carers to: • Share feedback and suggestions • Participate in consultation and future planning • Discuss matters relevant to the College community • Strengthen partnerships between home and school • Contribute to continuous improvement initiatives
 POST	Postal communication may be used when appropriate for: • Formal correspondence • Student achievement postcards • Official notices and documentation

Feedback and Concerns

Parents and carers are encouraged to raise concerns, provide feedback or seek clarification through the appropriate communication channels. Concerns should generally be directed to the relevant staff member in the first instance, followed by a member of the Leadership Team if further support is required.

Expected Response Times

The College is committed to responding to parent and carer enquiries in a timely and professional manner. Response times may vary depending on staff availability, teaching commitments, and the complexity of the matter.

- Telephone messages will generally be acknowledged or returned within one (1) business day.
- Emails will generally receive a response within two (2) business days.
- Where a matter requires investigation or consultation with other staff, an acknowledgement will be provided and an estimated timeframe for a full response communicated.
- Staff are not expected to respond to emails or telephone messages outside of normal working hours, on weekends, during public holidays or whilst on approved leave.
- Urgent matters relating to student safety, wellbeing or attendance should be communicated directly to the College office by telephone.
- Social media platforms are not monitored continuously and should not be used to report absences, raise concerns or communicate urgent matters.
- Parents and carers are encouraged to schedule appointments for complex or sensitive discussions to ensure adequate time is available for meaningful consultation.

The College values respectful and constructive communication and appreciates the support of families in allowing staff reasonable time to respond while prioritising teaching and learning responsibilities.