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## Communication Plan

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### Help for non-English speakers

If you need help to understand the information in this plan, please contact Portarlington Primary School on 03 5259 2572 or [portarlington.ps@education.vic.gov.au](mailto:portarlington.ps@education.vic.gov.au)

### PURPOSE

At Portarlington Primary School we acknowledge and understand that open and effective communication is vital to the health and wellbeing of the school community. Effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where information is clear and accurate. We believe that all communication needs to be timely, relevant, accurate, concise, honest, and reciprocal.

This 'Communication Plan' should be read in conjunction with the 'Communication with School Staff Policy'.

### INFORMATION

Portarlington Primary School aims to:

- promote the school's vision, values and achievements.
- provide parents and carers and the wider community with information regarding events, results and other happenings at the school.
- provide a two-way communication channel between the school and parents and carers.
- provide parents and carers with an avenue for communicating concerns to teachers and an opportunity to take these further if necessary.
- make it as easy as possible for families of prospective students to contact the school and receive the information they need.
- respond quickly to written, verbal and phoned requests for information or appointments.
- respond quickly to concerns raised by parents and carers.

### General Communication to Parents and Carers

Methods of providing general school operational information to parents and carers include:

Channel	Details	Audience	Accountability
<b>Digital Newsletter</b>	- Available fortnightly from the school's website and via a link sent through the Compass portal.	- All parents and carers - Staff - The wider community	- Administration

<b>School Website</b>	<ul style="list-style-type: none"> <li>- Providing current information around the teaching, learning, wellbeing and extra curricular programs offered at the school</li> <li>- Provides access to the school's Annual Report, Annual Implementation Plan, and current policies</li> <li>- Access to the school's digital newsletters</li> </ul>	<ul style="list-style-type: none"> <li>- All parents and carers</li> <li>- The wider community</li> <li>- Prospective parents and carers</li> <li>- Worldwide interested people</li> <li>- Staff</li> </ul>	<ul style="list-style-type: none"> <li>- Administration</li> </ul>
<b>Compass Portal</b>	<ul style="list-style-type: none"> <li>- Secure access for current school community</li> <li>- Provides access to individual student profiles which allow parents and carers to view and input attendance and absence data, communicate with classroom teacher, book conferences and access student reports</li> <li>- Management of permissions and payments for internal and external events</li> <li>- A newsfeed of relevant information regarding school events and activities</li> <li>- Behaviour Notifications and Positive Behaviour Notifications to alert parents and carers</li> <li>- First Aid Notifications</li> </ul>	<ul style="list-style-type: none"> <li>- All parents and carers</li> <li>- Staff</li> </ul>	<ul style="list-style-type: none"> <li>- Administration</li> <li>- All parents and carers</li> <li>- Staff</li> </ul>
<b>Assemblies</b>	<ul style="list-style-type: none"> <li>- Fortnightly afternoon assemblies</li> <li>- Highlights school values</li> <li>- Celebrates and showcases classroom activities and student achievement</li> </ul>	<ul style="list-style-type: none"> <li>- Students</li> <li>- All parents and carers</li> <li>- Staff</li> <li>- School and wider community</li> </ul>	<ul style="list-style-type: none"> <li>- Student Leaders</li> <li>- School leadership</li> </ul>
<b>Emails</b>	<ul style="list-style-type: none"> <li>- Compass notifications (including behaviour and positive behaviour notifications, news notifications, first aid notifications, and important timely information)</li> <li>- School to parent and carer contact</li> <li>- Parent and carer to school contact (see further information regarding email communication)</li> </ul>	<ul style="list-style-type: none"> <li>- Parents and carers</li> <li>- Staff</li> </ul>	<ul style="list-style-type: none"> <li>- Administration</li> </ul>

<b>School Council</b>	<ul style="list-style-type: none"> <li>- School Council meetings for elected school councillors which are also open to the community</li> <li>- Held twice per term</li> </ul>	<ul style="list-style-type: none"> <li>- Elected School Council members</li> <li>- Community</li> </ul>	<ul style="list-style-type: none"> <li>- School Council President</li> <li>- School Principal</li> </ul>
<b>Face-to-Face</b>	<ul style="list-style-type: none"> <li>- Parent/carer interviews midway through Term One</li> <li>- Formal and informal interviews and meetings as required</li> <li>- Annual Open Classrooms</li> <li>- Student Led Conference midway through the year</li> <li>- Individual Education Plan meetings to discuss individual students goals</li> </ul>	<ul style="list-style-type: none"> <li>- Parents and carers</li> <li>- Classroom teachers</li> <li>- School leadership</li> </ul>	<ul style="list-style-type: none"> <li>- Classroom teachers</li> <li>- School leadership</li> <li>- Parents and carers</li> </ul>
<b>Student Support Group Meetings</b>	<ul style="list-style-type: none"> <li>- SSGs aimed to support students requiring additional supports and adjustments</li> <li>- Engaging with Student Support Services and other external therapists and specialists</li> </ul>	<ul style="list-style-type: none"> <li>- Parents and carers</li> <li>- Classroom teachers</li> <li>- School leadership</li> </ul>	<ul style="list-style-type: none"> <li>- Classroom teachers</li> <li>- School leadership</li> </ul>
<b>Formal Reporting</b>	<ul style="list-style-type: none"> <li>- Semesterly reports issued midway through the year and the end of the year</li> <li>- Addressing performance against the Victoria Curriculum</li> </ul>	<ul style="list-style-type: none"> <li>- All parents and carers</li> <li>- Classroom teachers</li> </ul>	<ul style="list-style-type: none"> <li>- School leadership</li> <li>- Classroom teachers</li> </ul>
<b>Student Diaries</b>	<ul style="list-style-type: none"> <li>- Informal communication</li> </ul>	<ul style="list-style-type: none"> <li>- All parents and carers</li> <li>- Classroom teachers</li> </ul>	<ul style="list-style-type: none"> <li>- Classroom teachers</li> </ul>

### Parents and Carers Communication to the School

Parents and carers are encouraged to make an appointment with the appropriate member of school staff to assist in queries, concerns or significant issues. Meetings with school staff must be pre-arranged to ensure appropriate time is allocated to the conversation. School staff may not be instantly available for parents and carers to access.

Concern	Details	Accountability
Absentee	<ul style="list-style-type: none"> <li>- If taking an in-term holiday or for extended absence, notify the School Principal via email (see emailing procedure)</li> <li>- An 'School Absence Learning Plan' will be developed by the classroom teacher to minimise teaching and learning disruption</li> <li>- For repeated absences</li> </ul>	<ul style="list-style-type: none"> <li>- School Principal</li> <li>- Administration and</li> </ul>

		Wellbeing Coordinator
Academic Performance	- Class teacher and/or specialist teacher	- Teacher/s
Behavioural	- Unusual class/playground behaviours - Change in attitude to school - Issues with other students	- Classroom teacher
Social/Emotional and Health Concerns	- Any significant changes to students day-to-day home life that may impact on school - Social/emotional changes and needs - Health concerns and needs	- Wellbeing Coordinator - Classroom Teacher - School Principal

### **Parents and Carers Meetings**

Classroom teachers are available outside the teaching and learning times to meet upon request. Classroom teachers may request a meeting with parents and carers , or parents and carers may request a meeting with teachers to discuss student progress, health and wellbeing, behaviours and supports and adjustments.

#### Requesting a meeting with a classroom teacher

To request a meeting with a teacher, parents and carers must contact the school administration via phone call or email (see contact details further), providing a brief outline of the points to discuss. School administration will coordinate with relevant staff to organise a meeting.

#### Contacting other staff

When a parent or carer has a concern or wishes to discuss an issue regarding a situation which they may consider impacts the whole school, their child’s wellbeing, or relates to a school policy matter, they are encouraged to contact the school Principal via phone call or the school email (see contact details further) to schedule a meeting, providing a brief outline of the points to discuss.

#### Issues arising between students and families

No parents or carers should approach the children of other families or their parents/carers with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal as soon as possible.

#### Communication breakdowns

In the event communication breaks down, we encourage you to first of all address this with the school Principal. In the case that this is not possible, we refer you to the ‘Portarlington Primary School Complaints Policy’ for further guidance

### **School Email Procedure**

Emails are seen as an effective form of communication between the school and parents and carers. Portarlington Primary School expects that parents and carers and school staff will use email in a responsible manner. We recognise that our teachers and leaders are often limited in their ability to view and respond to emails, and therefore expect all email communication to be sent directly to the school email account (see further) for response and direction to relevant school staff. We ask that parents and carers do not directly email teachers and leaders.

As per our 'Communications with School Staff Policy' we ask that you allow us two to three working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours, where possible.

When emailing the school, brief and informative communication is expected. Depending on the email communications, the school may respond via a phone call or a request for an in person meeting. All communications must adhere to Portarlinton Primary School's 'Respect for School Staff Policy'.

### **School Phone Procedure**

Similarly to the email procedure, teachers and leaders in the school will often have limited capacity and time during the working day to return phone calls to parents and carers.

Responses to general queries may take two to three days via return phone call. Urgent matters may be responded to by other available staff members, or responded to within a shorter period of time.

### **School Contact Information**

School phone number: (03) 5259 2572

School email address: portarlinton.ps@education.vic.gov.au

## **COMMUNICATION**

Other relevant policies include:

- Communication with School Staff Policy
- Respect for School Staff Policy
- Complaints Policy

## **COMMUNICATION**

This plan will be communicated to our school community in the following ways:

- Available publicly on our [school's website](#)
- Included in staff induction processes and staff training
- Reminders in our school newsletter
- Hard copy available from the school administration upon request

## **POLICY REVIEW AND APPROVAL**

Policy last reviewed	March 8th, 2026
Approved by	Principal
Next scheduled review date	March, 2030