Norris Road State School Parent and Community Communication Framework

A communication framework serves to provide a structured approach to communication with stakeholders such as students, parents, teachers, and staff. The purpose of such a framework is to ensure that all communication is consistent, timely, and effective in conveying important information about school activities, policies, and events. It helps to establish clear channels of communication, improve transparency, and promote engagement and collaboration among all stakeholders. At all times, communication should be purposeful, respectful, timely and productive.

The following framework is based on the principles of:

- Reciprocity
- Collaboration
- Genuine problem solving and resolution

	Mode	Content	Publication date	Distribution	Responsibilities
Communication	*NR News for Families*	Short-form and frequent communication for the convenience of families, that includes predominately: • Important announcements • Upcoming events • Reminders • Updates • P&C information, events and announcements	Every second Friday	Email	**School:** • Generate and responsible for content. **Families:** • Read and be aware of all information, updates and events, • Communicate changes of email address to school.
	Parent Handbook	Provides parents with comprehensive information about the policies, procedures and expectations of the school.	Annually, with updates when necessary.	Available on website. Hard copy provided to new parents (enrolment pack).	**School:** • Annually update (or more frequently if required). **Parents:** • Read and be familiar with content from handbook, • Access handbook before making contact with school office when seeking specific operational information.
	Class Newsletters	Provides curriculum updates and routines to parents at the classroom and year level. Class and Year level relevant content may include: • Curriculum content covered • Contact details of class teachers • Homework • Timing of specialist lessons • Swimming days and times • Library borrowing times	Every term	Email	**Class Teachers:** • Provide up dated information on curriculum delivery and class operational information. **Parents:** • Read class newsletters and be aware of all information, changes and updates, • Communicate changes of email address to school.
	Facebook	Provides a public interface for new and prospective families and creates opportunities to cultivate a sense of community, through sharing the following: • School celebrations and achievements • Student achievements • Upcoming events • Reminders • Important announcements • Windmill Café updates • Local community and high school events and activities • P&C information, events and announcements	Ongoing	Social media page is publicly available.	**School:** • Generate and responsible for content. **Parents and community members:** • Ensure that communication through comment function is respectful, positive and accurate. **P&C:** • Provide timely information to the school regarding events, fundraising activities and updates/ reminders.

Communication	***SMS***	Provides quick and rapid communication to parents to: • Notify parent of their child's unexplained absence • Communicate last minute updates or changes to school events or routines that were unforeseeable • Communicate during times of emergency	Ongoing Daily SMS absence reminders	SMS text message	**School:** • Notify parents when their child is absent and it is unexplained, • Notify parents of emergent situations. **Parent:** • Access and read SMS messages, • Ensure school is updated regarding any student absence, • Keep school updated of any changes to mobile phone numbers and emergency contact details.
	Email – school to parents/carers	Provide targeted communication that is specific to sections of the school, in relation to: • Excursion permission - including inter-school sport, Instrumental Music, Choirs etc. • Changes of teacher or staff member • School events • Forms • Invoices	Ongoing and as required	Email	**School:** • Provide targeted communication to sections of the school community. **Parent:** • Access and read emails regularly, • Communicate changes of email address to school.
	Email – between teachers and parents/ carers	Provide and share information between teacher and parent relating to: • A student's academic progress and wellbeing • Positive feedback and celebration • Concerns regarding student's learning, peer relationships or social-emotional development • Changes within the home environment that may affect the student (e.g., parental separation, new baby, house move, death in the family etc.) • Upcoming class events, and important school announcements. • Diagnosed health conditions (including specialist reports and recommendations)	Ongoing and as required	Email	**School:** • Respond to parent emails to ensure parent is updated regarding academic progress, wellbeing concerns or significant incidents. **Parent:** • Raise concerns or issues related to their students' academic, peer relationships or wellbeing directly to the class teacher, • Share information regarding learning, wellbeing or medical conditions directly with teacher, • Respond to teacher's emails within a timely period.
	QParents	Provide a user-friendly portal accessible via app or web browser, with secure online access to information about their child's schooling. QParents allows parents to access and manage information online about their child, including: • attendance details • timetables and upcoming events • report cards and assessments • invoices and payment history.	Ongoing and as required, 24-hour access	Accessible via app and website	**School:** • Provide and support parent access to the portal. **Parent:** • Utilise portal to update student absences, access report cards and pay invoices.
	Face to Face	Provide an opportunity for teachers and parents to discuss a student's progress, share concerns, set goals, and develop strategies to support their academic progress and wellbeing. These meetings also help to build relationships and establish open communication between teachers and parents.	Term 1 and 3-schedule Parent-Teacher Interviews	In person	**School:** • Initiate a meeting with parent to work collaboratively to support a student when there are concerns regarding a student's academic or wellbeing,

		Face to face meetings may include: • Scheduled meetings at a mutually convenient time as initiated by the teacher, parent or leadership team, • Parent- Teacher Interviews.	Scheduled meetings – ongoing and as required		• Provide twice yearly opportunities to meet with parents to discuss academic performance and wellbeing. **Parent:** • Book and attend twice yearly Parent-Teacher interviews. • Initiate request for a meeting to discuss ongoing concerns regarding a student's wellbeing or academic development. • Attend all scheduled meetings arranged at mutually convenient time.
	Report Cards	Provides parents with twice yearly information pertaining to: • Level of achievement for each subject area • Level of achievement for student's effort in each learning area • Level of achievement for Behaviour • Number of days absent in the semester (explained and unexplained) • An overall comment	Twice yearly- end of Semester 1 and 2.	Email	**Teachers:** • Make an on-balance judgement of a student's overall level of achievement according to assessment data, and report accordingly. **Parent:** • Access and review report card (via email or QParents) and initiate contact with class teacher if there are outstanding concerns, • Communicate changes of email address to school.

Who to talk to when……

Issue or concern	First Port of Call	I would like further information, follow up or resolution	Last Port of Call
Student learning and wellbeing			
Relating to a student's learning, social -emotional development or peer relationships (in class)	Classroom Teacher	Deputy Principal P-2 Deputy Principal Year 3-6 Head of Inclusive Learning Services Guidance Officer	Principal
Regarding your child's interactions with peers – playground	Classroom Teacher	Deputy Principal P-2 Deputy Principal Year 3-6	Principal
Update on changes to family circumstances (e.g., separation, death in the family, new baby, significant family illnesses)	Classroom Teacher	Deputy Principal P-2 Deputy Principal Year 3-6 Head of Inclusive Learning Services	Principal
Update on a new or change of medical conditions, disability or mental health	Classroom Teacher Inclusion Teacher/ Case Manager	Head of Inclusive Learning Services	Principal
Reports from a specialist or Allied Health professionals	Classroom Teacher	Head of Inclusive Learning Services	Principal

Communication

Communication

Students' extra-curricular activities			
Relating to Choir	Music Teacher	Deputy Principal P-2	Principal
Relating to Instrumental Music (including excursions and experiences)	Instrumental Music Teacher		Principal
Relating to Interschool Sport or Representative Sport (Bramble Bay)	Supervising teacher Class Teacher PE Teacher	Deputy Principal Year P - 2	Principal
Events and excursions			
Query relating to a school or class event	Check most recent: • Newsletter • Norris Road for Families • Emails • Facebook posts	Office	Class Teacher
Finance, Processes and Operations			
Query regarding an invoice or payment plan	Office staff	Business Manager	Principal
Query as relating to a school policy or procedure	Office staff	Deputy Principal P-2 Deputy Principal Year 3-6 Head of Inclusive Learning Services Business Manager	Principal
Query relating to Tuckshop orders	Tuckshop Convenor	Business Manager	Principal
Parents and Citizens Association			
Query relating to purchase of uniforms	Uniform Convenor	P&C President	
Query relating volunteering, fundraising, meetings, events	P&C President	Office staff	Principal
Safety			
Complaints regarding parking or motorists around school	Brisbane City Council (Bracken Ridge Ward) Sandgate Police PoliceLink		
Reporting a crime on school grounds	PoliceLink Call 000		
Safety hazard on school grounds	Office staff	Business Manager	Principal

If your matter has still not been resolved after contacting the Principal, please access: Department of Education Customer Complaint process.