



**COBURG WEST  
PRIMARY SCHOOL  
Communication Policy**

**Approved by School Council:  
November 2018**

**Review: 2019**

**1 RATIONALE**

- 1.1 The School Council of Coburg West Primary School (**CWPS**) recognises that effective communication underpins a strong school community that creates positive partnerships and a culture of inclusion. Clear, two-way communication is an important aspect of developing a strong CWPS community and supports student learning.
- 1.2 This policy aims to support all interactions between members of the school community by following these principles:
- Easily understood (in 'Plain English');
  - Accessible;
  - Relevant;
  - Consistent; and
  - Timely.
- 1.3 The expectation is that all members of the CWPS community communicate with each other in a constructive, polite and respectful manner which will achieve a positive experience by all.

**2 SUPPORTING DOCUMENTS**

- 2.1 How communication occurs in the CWPS community will be set out in the following documents:
- Communications Plan (**Plan**);
  - Compliments and Complaints Policy (**CC Policy**);
  - Other documentation that strengthens communication within the CWPS community, that may be identified during the development of the Plan or CC Policy.
- 2.2 The Plan and the CC Policy:
- will be available on the CWPS website.
  - will be circulated to the school community at the start of each school year.

**3 COMMUNICATIONS PLAN**

- 3.1 The Plan explains how:
- the school will communicate with parents/guardians and other members of the school community;
  - parents/guardians can communicate with the school, including teachers, office staff and the Department of Education and Training;
  - community members can communicate with each other.
- 3.2 The School Council is responsible for reviewing the Plan annually before the end of each school year (or when deemed necessary) and will include input from the community and staff.

#### **4 COMPLIMENTS AND COMPLAINTS POLICY**

4.1 The CC Policy will explain how:

- a. community members can provide positive and constructive feedback about CWPS and CWPS staff;
- b. community members can raise, complaints, issues and concerns;
- c. CWPS will manage and respond to any raised complaints, issues and concerns

4.2 The Policies and Procedures Working Party is responsible for reviewing the CC Policy and will include input from the community and staff.