

# Bribbaree Public School

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## Communication Protocols

**Version: 1.0**

**Approved by: Principal, Teaching Staff Member, SAM**

**Review Date: Annually**

### 1. Introduction

Effective communication between school staff, families, and the community is essential to support student learning, wellbeing, and school operations. This document outlines the communication protocols at Bribbaree Public School, designed to ensure clear, respectful, and appropriate interactions while supporting staff wellbeing by protecting their time outside of school hours.

### 2. School Context and Operating Hours

**Staff:** Principal, 2 x Teachers, School Administration Manager (SAM), General Assistant (GA)

**School Hours:** 8:30 am – 3:30 pm, Monday to Friday

**Communication channels:** School phone, school mobile, school email, School Bytes

**After-hours contact:** Staff may be contacted on official school business such as excursions, where after-hours communication is necessary. Teachers will contact families if the need arises.

### 3. Wellbeing Statement Regarding Communication

At Bribbaree Public School, we value our staff and recognise the importance of their wellbeing. NSW Government and NSW Teachers Federation guidelines highlight the need for staff to have downtime free from work-related communications to maintain a healthy work-life balance. This protocol supports staff to rest and recharge outside school hours, resulting in their best possible support for students during school times.

## **4. Guidelines for Families**

### **4.1 Communication Hours**

Please contact the school during official school hours: 8:30 am to 3:30 pm, Monday to Friday.

Staff are not expected to respond to communications outside these hours except in emergencies or when on official school duties.

### **4.2 Appropriate Communication Channels**

Families are to use the school phone, school mobile, school email, or School Bytes for all official communication.

We kindly request that families avoid contacting staff via private phone numbers or social media platforms to respect their personal time.

### **4.3 Emergencies and Urgent Communication**

Emergencies include situations such as misadventure notifications, natural disasters, utility emergencies affecting school operations, and serious student or employee wellbeing concerns.

In such cases, contact the principal who will facilitate appropriate responses.

### **4.4 Meeting Requests and Information**

Requests for face-to-face meetings regarding student progress, behaviour, or wellbeing should be made through the school office during school hours or by making a request at the school gate during drop-off or pick-up times.

The school aims to acknowledge meeting requests within 48 hours and schedule meetings within the same week.

### **4.5 Respecting Staff Downtime**

Non-urgent communications received outside school hours via school communication channels will not receive a response until the next school day.

This approach ensures staff wellbeing and sustained quality support for students.

## **5. Guidelines for Staff**

### **5.1 Communication Expectations**

Staff will monitor and respond to communications primarily during school operating hours.

Outside school hours, staff are not expected to answer non-urgent messages or calls, except when on official school business.

### **5.2 Emergency Response**

In emergencies requiring immediate attention outside school hours, the principal is the primary contact.

### **5.3 Use of Official Channels**

Staff will use official school communication channels to interact with families and avoid sharing personal contact details.

## **7. Protocol Approval and Review**

This protocol is approved by the Principal, a Teaching Staff member, and the School Administration Manager.

The protocol will be reviewed annually to ensure it remains effective and relevant to school needs.

## **8. Additional Notes**

Communication styles and language should reflect respect, professionalism, and empathy aligned with our school values.

Families and staff are encouraged to raise any concerns or suggestions for communication improvements through appropriate channels.