

POLICY		PROCEDURE
Policy Name	Communication Policy	
NESA Manual Section	School Management and Operation (B2) Schools Must be Maintained through Proper Governance (B2.3)	
Related Procedures & Registers	Communication Procedure (B2.3) ICT, Social Media and Technology Use Procedure (B2.3) Code of Conduct for Staff Procedure (B2.3) Complaint Handling Procedure (B8.2) Complaint Handling Procedural Fairness Guidelines (B8.2) Privacy, Personal Information and Confidentiality Procedure (B2.3) Child Safety Code of conduct (B8.1) Student-Staff interaction and Professional Boundaries Procedure (B8.1) Student Wellbeing and Support Procedure (B8.2) Child Protection Procedure (B8.1) Document and Record Retention Procedure (B2.3) Visitor Management and Site Security Procedure (B8.2) Emergency and Critical incident Management Plan (B8.2)	
Related Policies	Community Code of Conduct Policy (B8.2) ICT, Social Media and Technology Use Policy (B2.3) Code of Conduct for Staff Policy (B2.3) Complaint Handling Policy (B8.2) Privacy, Personal Information and Confidentiality Policy (B2.3) Student-Staff interaction and Professional Boundaries Policy (B8.1) Student Wellbeing and Support Policy (B8.2) Child Protection Policy (B8.1) Document and Record Retention Policy (B2.3) Visitor Management and Site Security Policy (B8.2)	
Related Legislation	Education Act 1990 Education Standards Authority Act 2013 (NSW) Privacy Act 1988 (Cth) Work Health and Safety Act 2011 (NSW) Children's Guardian Act 2019 Children and Young Persons (Care and Protection) Act 1988 (NSW)	
Date of Issue / Last Revision	04 December 2025 22 August 2026	
Date Set for Review	August 2029	

Communication Policy

Policy Statement

Central Coast Montessori Primary School (CCMPS) is committed to communication that is respectful, clear, timely, professional and consistent and that supports positive relationships between students, parents/carers, employees, the Board, external professionals and the wider School community.

Communication at CCMPS reflects the School's Montessori philosophy and recognises families as important partners in their child's education. The School seeks to foster a culture in which information is shared appropriately, concerns are addressed constructively, confidentiality and privacy are respected, and communication contributes positively to student learning, wellbeing and the effective operation of the School.

Purpose

The purpose of this Policy is to establish a consistent framework for communication across CCMPS and to ensure that internal and external communication is appropriate, respectful, accurate and undertaken through suitable channels. It supports effective information sharing, positive relationships with families and the School community, appropriate recordkeeping and escalation, and the protection of confidential and personal information.

Scope

This Policy applies to:

- Board members;
- the Principal and School leadership;
- employees;
- contractors and volunteers, where relevant;
- communication with students and parents/carers;
- communication with external professionals, service providers and community organisations; and
- communication undertaken on behalf of CCMPS.

It applies to verbal, written, electronic and digital communication, including meetings, telephone communication, email, approved School platforms and applications, newsletters, the School website and other authorised communication channels.

Principles

Communication at CCMPS will be:

- Respectful – recognising the dignity, rights and perspectives of students, families, employees and other members of the School community.
- Clear and purposeful – providing relevant, understandable and accurate information through an appropriate communication channel.
- Warm and relationship-centred – supporting positive relationships and constructive partnerships, particularly between the School and families.
- Professional and ethical – maintaining appropriate boundaries, confidentiality, objectivity and professional standards.
- Timely – providing and responding to information within reasonable timeframes appropriate to the nature and urgency of the matter.

- Consistent – using agreed communication channels and processes to support reliable and coordinated communication across the School.
- Child-centred – considering the learning, wellbeing, safety, dignity and best interests of students in communication concerning them.

Communication Standards

All communication undertaken on behalf of CCMPS must be professional, respectful and appropriate to its purpose and audience.

Employees are expected to:

- communicate factually and objectively;
- distinguish observations and known information from assumptions or personal interpretations;
- use respectful and non-judgemental language;
- maintain appropriate professional boundaries;
- use authorised School communication channels;
- protect confidential and personal information;
- maintain appropriate records of significant communication;
- communicate within the scope of their role and authority; and
- seek guidance or escalate matters where the nature or significance of the communication requires leadership involvement.

Communication must not be used in a manner that is discriminatory, harassing, intimidating, defamatory, misleading or otherwise inconsistent with School policies, professional obligations or applicable law.

Internal Communication

CCMPS supports open, respectful and collaborative communication between employees and School leadership.

Employees are expected to remain informed through the School's approved internal communication channels and to share relevant information with colleagues and leadership where this is necessary for student learning, wellbeing, safety or effective School operations.

Sensitive matters, interpersonal concerns, risks, significant student matters and issues requiring decisions beyond an employee's authority must be raised through the appropriate internal channels.

Where practicable, misunderstandings or routine professional matters should be addressed constructively and directly. Formal grievances, complaints or other significant concerns must be managed in accordance with the relevant School policy or procedure.

Communication with Students and Families

CCMPS recognises parents and carers as important partners in their child's education and seeks to maintain positive, respectful and constructive communication with families.

Communication concerning students should:

- be factual and grounded in appropriate observation and evidence;

- support the student's learning, development, wellbeing and safety;
- respect the dignity and privacy of the student and their family;
- be appropriate to the employee's role and level of authority;
- use approved School communication channels; and
- be appropriately documented where the communication is significant or requires follow-up.

Employees may communicate routinely with parents/carers regarding a student's learning, classroom participation, progress and day-to-day School experience within the normal scope of their role.

Significant, sensitive, escalating or ongoing concerns relating to student learning, behaviour, wellbeing, safety, complaints or conflict must be communicated to or managed in consultation with the Principal or appropriate School leadership.

Employees must not make commitments, representations or decisions on behalf of the School beyond their delegated authority.

Communication with External Professionals

CCMPS may communicate and collaborate with external professionals involved in supporting students, including allied health practitioners, support workers and other service providers.

Information about a student must only be shared where appropriately authorised and in accordance with privacy, confidentiality, child safety and recordkeeping requirements.

External professionals attending the School must comply with applicable visitor management, site security, child safety, confidentiality and professional conduct requirements.

Detailed arrangements for external professionals are addressed through the relevant School policies and procedures.

Communication with the Wider Community

Official public communication on behalf of CCMPS must be authorised and consistent with the School's values, policies and governance arrangements.

The School may communicate with the wider community through authorised channels including its website, newsletters, School applications and other approved publications or platforms.

Employees and other representatives of the School must not make public statements or represent personal views as those of CCMPS unless authorised to do so.

Confidentiality, Privacy and Records

Personal, sensitive and confidential information must only be communicated to people who are authorised to receive it and where there is a legitimate School, legal, safety or educational purpose for doing so.

Significant communications concerning students, families, incidents, decisions, agreements, complaints or other matters requiring an organisational record must be documented through the appropriate School recordkeeping system.

Student information and School records must not be disclosed to parents/carers, external professionals or other parties outside established School processes or without appropriate authority.

Communication and records must be managed in accordance with the School's *Privacy, Personal Information and Confidentiality Policy and Procedure* and *Document and Record Retention Policy and Procedure*.

Digital Communication and Approved Channels

CCMPS uses approved digital systems and communication channels to support communication, administration, student learning and recordkeeping.

Employees must use School-approved systems for School business and comply with applicable requirements relating to acceptable use, privacy, confidentiality, cybersecurity, social media, professional boundaries and records management.

The detailed requirements governing ICT systems, social media and technology use are contained in the School's *ICT, Social Media and Technology Use Policy and Procedure*.

Sensitive, Incident and Emergency Communication

Communication during an incident, emergency, child safety matter or other serious event must be clear, factual, timely and coordinated through the appropriate School authority.

Employees must follow the applicable emergency, critical incident, child protection, WHS or student wellbeing procedure and promptly escalate matters to the Principal or delegate as required.

Only authorised persons may issue official School communications concerning serious incidents, emergencies or other sensitive matters to parents/carers, the wider School community, media, regulators or external agencies.

Nothing in this Policy prevents or delays an employee from making a report or notification where they have an individual legal obligation to do so.

Breaches and Non-Compliance

Concerns regarding communication practices will be addressed in accordance with the nature and seriousness of the matter and relevant School policies and procedures.

Breaches involving privacy, confidentiality, child safety, professional conduct, complaints, discrimination, harassment or inappropriate technology use may also be managed under the relevant specific School policy or procedure.

Roles and Responsibilities

Board

The Board is responsible for:

- providing governance oversight of the School's communication framework;
- ensuring appropriate policies are in place to support effective, lawful and professional communication; and
- communicating with the School community on governance matters where appropriate.

Principal

The Principal is responsible for:

- overseeing implementation of this Policy and the Communication Procedure;
- establishing and maintaining appropriate School communication channels;
- promoting consistent and professional communication practices;
- overseeing significant, sensitive, escalated and public communication;
- ensuring employees understand their communication and recordkeeping responsibilities; and
- determining appropriate communication where matters involve significant risk, complaints, child safety, emergencies or reputational considerations.

Employees

Employees are responsible for:

- communicating professionally, respectfully and within the scope of their role;
- using approved School communication channels;
- maintaining privacy and confidentiality;
- keeping appropriate records of significant communications;
- escalating matters where required;
- complying with relevant School policies and procedures; and
- seeking guidance where they are uncertain about the appropriate communication or authority to act.

Contractors and Volunteers

Contractors and volunteers must comply with applicable School communication, confidentiality, privacy, child safety and professional conduct requirements and must refer matters outside the scope of their role to an appropriate employee or the Principal.

Monitoring, Evaluating and Review

Annual adjustments may be made to this Policy in response to identified areas for improvement to ensure it remains current, effective and aligned with School practice. Otherwise, this Policy will be reviewed every three (3) years, or earlier if required due to changes in legislation, regulatory requirements, NESA guidance or identified gaps in practice.

Continuous improvement will be guided by feedback from students, employees and families, communication and complaint trends, operational experience, child-safe requirements, NESA requirements and changes to communication practices and technologies.

Related Documents and References

[Australian Privacy Principles \(APPs\)](#)

[eSafety Commissioner - Online Safety Resources for Schools](#)

[NESA Registered and Accredited Individual Non-Government Schools \(NSW\) Manual February 2026](#)

[NESA Resources for Schools](#)

[NSW Office of the Children's Guardian - Child Safe Standards](#)

[NSW Office of the Children's Guardian - Child Safe Resources](#)

[Office of the Australian Information Commissioner \(OAIC\) - Australian Privacy Principles Guidelines](#)

In the event of any inconsistency between this Policy and applicable legislation, the legislation will prevail.