






External Communication

Communication Types -Order of preference (Teacher is the first point of contact):

| Email the teacher | Phone call or face to face meeting | Other enquiries |
|--|---|---|
| <ul style="list-style-type: none"> ensure there is a clear purpose response time 24-36 hours please be respectful | <ul style="list-style-type: none"> email requesting availability with a clear purpose or arrange through the front office. | <ul style="list-style-type: none"> phone 0740379555 email admin@edgehillss.eq.edu.au with a clear purpose |

| Why | Where | How | What |
|---|---|---|---|
|  | Facebook | https://www.facebook.com/EdgeHillSS Did you know that if you don't have Facebook you can still see all of our posts on the Edge Hill State website home page? | Good news stories Promotion of events Share content of other pages as required |
| | Website | www.edgehillss.eq.edu.au | Our school Newsletters Calendar and news Facebook embedded |
| | Text messages | Text messages | Attendance Announcement Cancellation/postponement |
| | Download the QParents app  | https://qparents.qld.edu.au/#/login | Calendar of events Attendance Report cards Excursion notes and information Personal details update Invoices |
| | P&C Facebook | https://www.facebook.com/edgepandc | P&C news Registers Announcements Community events Sporting clubs Sign on Announcements Celebrations Acknowledgements Information |
| | Email | Email sent to parents | Special events and activities Notices and reminders Statements and invoices General information Consent newsletter |
| | Flyers | Very special events may have flyers | Special events |
| | Electronic sign (when we get one) | On Russell Street and on Pease Street | Pop up messages Reminders Announcements Information |
| | Newsletters | Sent out each Tuesday to parents and staff via email | Fortnightly news feed. What's been happening, what's coming up, community announcements, parent information and more |
| | Class newsletters | Sent out to parents week 1 of each term | Overview of the term, short descriptions of the units, topics and themes being covered |
| Letters to specialists | The school must have two school weeks' clear notice as per the request for letter policy | Requests sent to admin@edgehillss.eq.edu.au | |
|  | Explanation of absence | Reply to text message, email or phone call QParents – download app or https://qparents.qld.edu.au/#/login | |
| | Late arrivals/early departures | All late arrivals must be signed in at the office All early departures must be signed out at the office by a parent or guardian | |

| | | |
|---|--------------------------------|---|
| | Unexplained Absence | Reply to SMS Text message QParents |
| | Exemptions | Exemptions can only be approved by the Principal if they are for more than 10 days. Travel must be evidenced by travel documentation and details. |
| Parent/ Student Personal Information | Change information | Email admin@edgehillss.eq.edu.au or change through the QParents App - phone numbers /address / email address /emergency contact information |
| | Change phone numbers / address | QParents – download app or https://qparents.qld.edu.au/#/login |


Parent and Community Code of Conduct

Supporting learning, wellbeing and safety in every Queensland state school

We welcome parents¹ and other members of our diverse community into schools across Queensland.

Working together with their school community², school staff support the learning and wellbeing of every student, and are entitled to a safe work environment.

Parents and other visitors to schools support safety by ensuring their communications and conduct at the school and school activities is respectful.

| Elements of engagement | It is expected that parents and visitors to our school communities will: | Parents and visitors to our school communities demonstrate this by: |
|--|--|--|
| <p>Communication</p>  | <ul style="list-style-type: none"> • be polite to others • act as positive role models • recognise and respect personal differences • use the school's communication process to address concerns | <ul style="list-style-type: none"> • using polite spoken and written language • speaking and behaving respectfully at all times • being compassionate when interacting with others • informing staff if the behaviour of others is negatively impacting them or their family • respecting staff time by accepting they will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about their child's education — allowing staff time to prepare and appreciating their time may be limited |

Code of conduct for the Queensland public service

The Queensland Government is committed to high ethical standards for all public officials.

The [Public Sector Ethics Act 1994 \(Qld\)](#) [External link](#) (the Ethics Act) establishes four ethical principles which underpin public administration in Queensland and apply to all public service employees:

- integrity and impartiality
- promoting the public good
- commitment to the system of government
- accountability and transparency.

Each principle is supported by a set of values which describes the behaviour that will demonstrate that principle. The principles and values are both equally important.

All public service entities and employees must demonstrate, promote and comply with these principles and values in their work.

Ethics principles and values

Integrity and impartiality

In recognition that public office involves a public trust; public service agencies, public sector entities and public officials seek to promote public confidence in the integrity of the public sector and:

- are committed to the highest ethical standards
- accept and value their duty to provide advice which is objective, independent, apolitical and impartial
- show respect towards all persons, including employees, clients and the general public
- acknowledge the primacy of the public interest and undertake that any conflict of interest issue will be resolved or appropriately managed in favour of the public interest
- are committed to honest, fair and respectful engagement with the community.