



# COMMUNICATION WITH SCHOOL STAFF POLICY

## Purpose

This policy explains how Cranbourne South Primary School proposes to manage common enquiries from parents and carers.

## Scope

This policy applies to school staff, and all parents and carers in our community.

## Policy

Cranbourne South Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, report absence via Compass or contact the School Attendance Officer [cranbourne.south.ps@education.vic.gov.au](mailto:cranbourne.south.ps@education.vic.gov.au) or phone 97822999
- to report any urgent issues relating to a student on a particular day, please contact front office personnel on 97822999
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or sub school leader
- for enquiries regarding camps and excursions, please contact your classroom teacher or sub school leader
- to make a complaint, please contact the Principal class [cranbourne.south.ps@education.vic.gov.au](mailto:cranbourne.south.ps@education.vic.gov.au). Please also refer to our [Complaints policy](#).
- to report a potential hazard or incident on the school site, please contact Facilities/OHS officer [cranbourne.south.ps@education.vic.gov.au](mailto:cranbourne.south.ps@education.vic.gov.au) or contact the Police
- for parent payments and all other enquiries,, please contact front office personnel on 97822999

School staff will respond to general queries within 3 school/working days to provide you with a detailed response. We will endeavour to respond to matters deemed as urgent as soon as possible.

## Resources

### Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the Principal Class by emailing [cranbourne.south.ps@education.vic.gov.au](mailto:cranbourne.south.ps@education.vic.gov.au) for more information.

### Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.



Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit

Department of Education and Training

2 Treasury Place

EAST MELBOURNE VIC 3002

03 9637 3134

[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## Communication

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Reminders in iNewsletters and Compass
- Included in staff induction processes
- Included in staff handbook
- Included in transition and enrolment packs
- Made available in hard copy from school administration upon request

## Help for non-English speakers

If you need help to understand the information in this policy please contact CSPS office personnel and/or Principal.

## Review Cycle and Evaluation

This policy will be reviewed as part of DET's recommended review cycle.

## Mandatory Consultation

Consultation Group	Date Consulted
School Council Policy Sub Committee	Aug 23, 2022
Staff	Staff Meetings, Staff Inductions and Staff Booklet
Parents	Regularly via Newsletter/Compass
Student leadership groups	NA

## Due for Review

September 2025



**Certification**

This policy was ratified at the School Council Meeting held at Cranbourne South Primary School on Wednesday 7th September 2022.

Signed:

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Principal

Signed:

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School Council President