



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers If you need help to understand the information in this policy please contact Cheltenham Primary on **03 8585 3200** or cheltenham.ps@education.vic.gov.au

Purpose

This policy explains how Cheltenham 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

Cheltenham 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, please notify the school by completing an absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the School Office on 8585 3200
- to discuss a student's academic progress, health, or wellbeing, please first contact your child's teacher
- for enquiries regarding camps and excursions, please contact your child's teacher
- to make a complaint, please contact the Principal
cheltenham.ps@education.vic.gov.au Please also refer to our Complaints policy on the school's website
- to report a potential hazard or incident on the school site, please contact the Principal on 8585 3200 or email: cheltenham.ps@education.vic.gov.au
- for parent payments, please contact the Business Manager on 8585 3200
- for all other enquiries, please contact our School Office on 8585 3200 or email: cheltenham.ps@education.vic.gov.au

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 48 hours to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

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 Assistant Principal on 85853200, 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

Communication

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from the school office on request

Further information and resources

Policy review and approval

Policy last reviewed	June 2023
Approved By	Principal
Next scheduled review date	June 2026