Cranbourne South PRIMARY SCHOOL

Respectful Responsible Resilient Safe

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 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. 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 or contact the Police
- for parent payments and all other enquiries,, please contact front office personnel on 97822999

We will do our best to respond to general queries as soon as possible. The right to disconnect legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 – 3 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where 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 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
- 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, 2025
Staff	Staff Meetings, Staff Inductions and Staff Booklet
Parents	Regularly via Newsletter/Compass
Student leadership groups	NA

Due for Review

September 2028

Certification

This policy was ratified at the School Council Meeting held at Cranbourne South Primary School on Wednesday 10th September 2025.

Signed: 

Principal

Signed: 

School Council President