

2024



**EYNESBURY**  
PRIMARY SCHOOL

# Communication with school staff



# COMMUNICATION WITH SCHOOL STAFF

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## PURPOSE

This policy explains how Eynesbury 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

Eynesbury 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 contact by phone on 8015 2900 or Compass.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 8015 2900.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher.
- to make a complaint, please contact the Principal on 8015 2900. Please also refer to our Complaints policy, available here: chrome-extension://efaidnbmninnibpcajpcgiclfndmkaj/<https://www.eynesburyps.vic.edu.au/wp-content/uploads/2023/11/EPS-Complaints-Policy-2022-2024.pdf>
- to report a potential hazard or incident on the school site, please contact the front office on 8015 2900.
- for parent payments, please contact the front office on 8015 2900.
- for all other enquiries, please contact the front Office on 8015 2900.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days 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 8015 2900 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

### Parents/carers can create a positive environment for learning and work by:

- modelling positive behaviour to their child/children and to the school community
- communicating politely and respectfully with all members of the school community
- working with the school to achieve the best outcomes for their child/children
- communicating constructively with the school
- making use of the expected processes and protocols when raising concerns
- following the school's processes for communication with staff and making complaints
- treating all school staff, students, and other members of the school community with respect.

### COMMUNICATION

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

- Available publicly on our school's website (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

### POLICY REVIEW AND APPROVAL

Policy last reviewed	17.10.24
Consultation	School Council 31.10.24 Staff-31.10.24

Approved by	Principal
Next scheduled review date	11.10.28

**Date:** 17/10/2024

**Date for review:** October 2028