



## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact the school.

### PURPOSE

This policy explains how Cranbourne Carlisle 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 Carlisle 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 record on Compass or contact the student attendance officer on 59913600
- to report any urgent issues relating to a student on a particular day, please contact the office on 59913600.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Home Room teacher/Student Welfare officer in person or through email via COMPASS or SeeSaw
- for enquiries regarding camps and excursions, please contact the Camps and Excursions co-ordinator on 59913600.
- to make a complaint, please contact the Principal/Assistant Principal on 59913600 or email [Cranbourne.carlisle.ps@education.vic.gov.au](mailto:Cranbourne.carlisle.ps@education.vic.gov.au). Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact the Principal on 59913600.
- for parent payments, please contact the Operations or Office Manager on 59913600 or email [Cranbourne.carlisle.ps@education.vic.gov.au](mailto:Cranbourne.carlisle.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 59913600 or email [Cranbourne.carlisle.ps@education.vic.gov.au](mailto:Cranbourne.carlisle.ps@education.vic.gov.au)

School staff will do their 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.

Staff will not respond to communication outside normal working hours.

### 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 school office for more details.

### POLICY REVIEW AND APPROVAL

Policy last reviewed	2024
Approved by	Principal
Next scheduled review date	20244 - 2028