

# COMMUNICATIONS WITH SCHOOL STAFF POLICY

## PURPOSE

To explain how Strathfieldsaye Primary School proposes to manage common enquires and expectations of parents and carers.

## SCOPE

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

## POLICY

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

- to report a student absence, please enter the student absence on Compass.
- to report any urgent issues relating to a student on a particular day, please contact General Office on 5439 5207
- to discuss a student's academic progress, health or wellbeing, please contact the student's classroom teacher.
- for enquiries regarding camps and excursions, please contact student's classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principal on 5439 5207 or [Strathfieldsaye.ps@education.vic.gov.au](mailto:Strathfieldsaye.ps@education.vic.gov.au). Please also refer to our Parent Complaint Policy, available: [www.strathps.vic.edu.au/documentlibrary](http://www.strathps.vic.edu.au/documentlibrary)
- to report a potential hazard or incident on the school site, please contact General Office on 5439 5207.
- for parent/carers payments, please follow payment instructions through Compass or contact the General Office on 5439 5207.
- for all other enquiries, please contact our General Office on 5439 5207.

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.

Strathfieldsaye Primary School' Compass Portal is an online system that students and parents/carers can access, using a student or family login, to view:

- Student Dashboards.
- Student Learning Reports.
- Student Learning Tasks.
- Student Behaviour and Attitude Reports.

- Interview Booking System.
- Behaviour Management Chronicles.
- Sickbay Entries.
- Class Awards.
- Canteen Orders.
- School Event Information and Payment Details.
- Year level information specific to your child.
- Updates and general information – Whole school notifications.

## COMMUNICATION

Parent/Carer communication is always welcome and regarded as vital for each student's social and academic progress. Parents/Carers are encouraged to keep their contact details up to date.

Parents/Carers may:

- Call the school to speak to or arrange an appointment with a staff member. Appointments with class teachers can be made before or after school hours or at a mutually convenient time.
- Visitors to the school are advised that it is unlikely that staff will be immediately available to speak with. However, details regarding the issue can be taken by the office staff and forwarded onto the most appropriate staff member.
- Email contact can be made to staff, via Compass. Staff will endeavour to respond to emails from parents/carers within two school days. For urgent matters, parents/carers should contact the school office.

Visitors to Strathfieldsaye Primary School are to be respectful, confidential, and courteous. Complainants who are unreasonable, threatening, or aggressive can expect their discussions with staff to be terminated until such time as an alternative time is arranged by the school with more appropriate staff in attendance.

Examples of the various avenues for communication that are in place at Strathfieldsaye Primary School are:

- Compass Portal.
- Assemblies to promote leadership, citizenship, and collegiality.
- School Council and subcommittees.
- Parent/Carers forums/information evenings.
- Website and Instagram.
- Newsletter, distributed digitally from the School via the Website and Compass.

**Requests for information**

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

Parents and carers seeking information that is not ordinarily provided to parents/carers are asked 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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

**REVIEW PERIOD**

This policy was last updated in May 2021 and is scheduled for review in 2024.