

Communication with School Staff Policy



Help for non-English speakers.

If you need help to understand the information in this policy, please contact the college 5996 3544 or cranbourne.sc@education.vic.gov.au

Purpose

This policy explains how Cranbourne Secondary College 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 Secondary College 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 log onto the Compass portal and follow the relevant prompts. Alternatively, you may contact your child's Year Level Assistant on 5996 4544 and follow the prompts.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 5996 3544 and they will direct your call to the most relevant member of staff.
- to discuss a student's academic progress, health or wellbeing, please contact your child's Engagement Curriculum teacher for students in years 7 to 9 and their Year Level Engagement Coordinator for students in years 10 to 12.
- for enquiries regarding camps and excursions, please contact the front office on 5996 3544 or email cranbourne.sc@education.vic.gov.au and your enquiry will be directed to the most relevant member of staff.
- to make a complaint, please contact the front office on 5996 3544 or email cranbourne.sc@education.vic.gov.au and your enquiry will be directed to the most relevant member of staff. Please also refer to our Complaints policy, available: [insert link]
- to report a potential hazard or incident on the school site, please contact the front office on 5996 3544
- for parent payments, please contact front office on 5996 3544 or email cranbourne.sc@education.vic.gov.au and your enquiry will be directed to the most relevant member of staff.
- for all other enquiries, please contact our Office on 5996 3544 or cranbourne.sc@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 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 front office 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.

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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
- Available on Compass School Documentation
- Hard copy available from school administration upon request

RELATED POLICIES AND RESOURCES

- Complaints

Policy Review and Approval

Created date	Term 2, 2023
Consultation not mandatory, school Council recommended. Policy is optional.	<ul style="list-style-type: none">• Policy Reference Group: Term 2, 2023• Student Principal Reference Group: Term 2, 2023• School Council: Term 2, 2023
Endorsed by	David Caughey Principal
Next review date	Term 4, 2026