

Communication Policy



Deanside
Primary School



COMMUNICATION POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the Business Manager.

Purpose

This policy explains how Deanside 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

Deanside 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 the school office by phone 8080 5444 or email deanside.ps@education.vic.gov.au or add the absence via the school's communication app 'Compass'.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 8080 5444
- to discuss a student's academic progress, health or wellbeing, please contact your child's class room teacher.
- for enquiries regarding camps and excursions, please contact the class room teacher or the school office.
- to make a complaint, please contact the Principal via the contact details above. Please also refer to our schools complaints policy, (available upon request – website not constructed at time of policy development or alternatively refer to DET Complaints Policy and Processes - <https://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>)
- to report a potential hazard or incident on the school site, please contact the Principal via the contact details above.
- for parent payments, please contact the school office via the contact details above
- for all other enquiries, please contact our Office on 8080 544.

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 8080 5444 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

Date: 01/11/21

Date for review: 01/11/24