



# COMMUNICATION WITH SCHOOL STAFF POLICY

## Kingsbury Primary School

### PURPOSE

This policy explains how Kingsbury Primary School proposes to manage common enquiries from parents and carers.

Effective communication is essential in providing students, teachers and parents with the necessary information to make appropriate decisions. We believe the relationship between home and school is a very important part of ensuring that children are happy, safe and open to learning.

### SCOPE

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

### POLICY

Kingsbury 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 on 9462 2711, use the Compass App or the school email [kingsbury.ps@edumail.vic.gov.au](mailto:kingsbury.ps@edumail.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact the School Office on 9462 2711
- to discuss a student's academic progress, health or wellbeing, please contact the student's class teacher directly at the start of the end of the day or the Principal via the School Office. (Please note that teachers are not always available to take your call as they may be teaching). Leave a message with Office staff and your details will be forwarded to the teacher as soon as possible.
- for enquiries regarding camps and excursions, please contact your child's class teacher or the School Office
- to make a complaint, please contact the principal via the School Office. Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact the principal via the School Office

- for parent payments, please contact the Business Manager via the School Office
- for all other enquiries, please contact our Office on 9462 2711

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.

General information will be provided by our school newsletter and website. The newsletter will be posted on the Compass Portal each week. Daily updates and urgent information will be posted regularly. All parents and carers are asked to download the Compass App and use this to communicate to school and to receive timely updates.

## **REVIEW CYCLE**

This policy was last updated in April 2020 and is scheduled for review in April 2023.

This policy was ratified at School Council on the 30<sup>th</sup> April 2020.

Signed



School Council President