

# MAGPIE PRIMARY SCHOOL

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Magpie 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

Magpie 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 upload your child's absence to Compass or contact the Office on (03) 5335 8851
- to report any urgent issues relating to a student on a particular day, please contact the Office on (03) 5335 8851.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the teacher in charge of the camp and/or excursion
- to make a complaint, please refer to the Complaints Policy, as found on our website.
- to report a potential hazard or incident on the school site, please contact the Principal on (03) 5335 8851 or [magpie.ps@education.vic.gov.au](mailto:magpie.ps@education.vic.gov.au)
- for parent payments, please contact the Business Manager on (03) 5335 8851
- for all other enquiries, please contact our Office on (03) 5335 8851

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 for a response via phone or email. We will endeavour to respond to urgent matters within 24 hours where possible. If you have not heard back within the time frames mentioned, please contact the school on (03) 5335 8851 or [magpie.ps@education.vic.gov.au](mailto:magpie.ps@education.vic.gov.au)

### **Positive communication**

When communicating with members of staff, we request that communication remains with students at the centre, and solution focussed. It is essential that language and topics remain appropriate. If members of the community are swearing, making threats or communicating in an unreasonable manner, meetings and/or phone calls will be terminated.

Following termination of a meeting and/or phone call, communication regarding the incident will be ceased for at least a 24 hour period, unless there is an emergency. This allows time for reflection, and time to ensure communication is done so in a positive manner.

Where communication with members of the community continues to be inappropriate, the Principal will work with the Department of Education to develop a Communication Plan. Where this is unsuccessful, there may be further actions to ensure a positive environment at Magpie Primary School.

### 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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

### REVIEW CYCLE

This policy was last updated on 16<sup>th</sup> June 2021 and is scheduled for review in 2024.