

# Communication

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## 1.0 Purpose

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

## 2.0 Scope

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

## 3.0 Policy

Cheltenham East 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 use the Sentral Parent Portal at <https://sentral.cheltenhameast.vic.edu.au/portal2/#!/login> or telephone the school Absence Line on 9583 7240.
- to report any urgent issues relating to a student on a particular day, please contact the office on 9583 5746 or your classroom teacher via Class dojo.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your classroom teacher. If the query relates to payment for camps and excursions, please contact the Business Manager on 9583 5746 or via email at [cheltenham.east.ps@edumail.vic.gov.au](mailto:cheltenham.east.ps@edumail.vic.gov.au).
- to make a complaint, please contact the Principal/Assistant Principal on 9583 5746 or via email at [cheltenham.east.ps@edumail.vic.gov.au](mailto:cheltenham.east.ps@edumail.vic.gov.au). Please also refer to our Complaints policy, available on our school website.
- to report a potential hazard or incident on the school site, please contact the Principal on 9583 5746 or via email at [cheltenham.east.ps@edumail.vic.gov.au](mailto:cheltenham.east.ps@edumail.vic.gov.au).
- for parent payments, please contact the Business Manager on 9583 5746 or via email at [cheltenham.east.ps@edumail.vic.gov.au](mailto:cheltenham.east.ps@edumail.vic.gov.au).
- for all other enquiries, please contact our Office on 9583 5746 or via email at [cheltenham.east.ps@edumail.vic.gov.au](mailto:cheltenham.east.ps@edumail.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.

## **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)

## **4.0 Evaluation**

This policy was last updated on 3 February 2020 and is scheduled for review in February 2023.

## **5.0 End of Document**