

# Communication with School Staff Policy

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## PURPOSE

This policy explains how Cheltenham East 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

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 Compass parent portal. If unable to login to the portal for any reason, please leave a message on the school absence line on 9583 5746.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9583 5746.
- 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 school office on 9583 5746.
- to make a complaint, please contact the Principal at [cheltenham.east.ps@education.vic.gov.au](mailto:cheltenham.east.ps@education.vic.gov.au). Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact the school office on 9583 5746.
- for parent payments, please contact the Business Manager, at [cheltenham.east.ps@education.vic.gov.au](mailto:cheltenham.east.ps@education.vic.gov.au) or at 9583 5746.
- for all other enquiries, please contact our Office on 9583 5746.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

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 Assistant Principal 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](mailto:foi@education.vic.gov.au)

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook/manual
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

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|----------------------------|-------------|
| Policy last reviewed       | August 2026 |
| Approved by                | Principal   |
| Next scheduled review date | August 2030 |