

COMMUNICATION POLICY

Purpose:

This policy explains how we communicate at Merri Creek Primary School (MCPS).

Scope:

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

Policy:

MCPS understands the importance of effective communication and therefore provide helpful and timely responses to parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them initially, the information below outlines key contacts:

- to report a student absence, please log onto COMPASS or leave a message on the school's number, 9481 0177
- to report any urgent issues relating to a student on a particular day, please contact front office or Assistant Principal on 9481 0177
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the team leader on COMPASS or contact the school.
- to make a complaint, please contact the Principal/Assistant Principal on merri.creek.ps@edumail.vic.gov.au. Please also refer to our Complaints policy, available on the school's website.
- to report a potential hazard or incident on the school site, please contact the office or the Principal/Assistant Principal on 9481 0177 and/or at merri.creek.ps@edumail.vic.gov.au .
- for parent payments, please contact Gayle Stephenson on 9481 0177
- for all other enquiries, please contact our Office on 9481 0177 and/or at merri.creek.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 48 hours where possible.

Communication at MCPS

MCPS uses a variety of methods to communicate regularly with parents and carers including:-

- provision of overall information via the school newsletter
- twice feedback via parent teacher interviews
- compass alerts and notices
- each classroom uses SeeSaw and Class Dojo to communicate class based information and activities
- provision of information to classes via the Classroom Parent Representatives

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

Review Cycle:

This policy was last updated on 16th June, 2020 and is scheduled for review in November 2023.

This policy will be reviewed in:

November 2023