

COMMUNICATION POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office on 9481 0177 or email on merri.creek.ps@education.vic.gov.au

Purpose:

This policy explains how Merri Creek PS (MCPS) 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:

MCPS understands the importance of effective communication and providing 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 or Assistant Principal on merri.creek.ps@education.vic.gov.au. Please also refer to our Complaints policy, available on the school's website: <https://www.merriecreekps.vic.edu.au/page/6/Policies>
- to report a potential hazard or incident on the school site, please contact the office or the Principal or Assistant Principal on 9481 0177 and/or at merri.creek.ps@education.vic.gov.au
- for parent payments, please contact the front office on 9481 0177
- for all other enquiries, please contact our Office on 9481 0177 and/or at merri.creek.ps@education.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 respond.

Communication Channels 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 yearly feedback via written teacher reports
- Compass alerts and notices
- each classroom uses SeeSaw 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@education.vic.gov.au

Communication:

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

- Available publicly on our school's website
- Included in staff handbook
- Hard copy available from school administration upon request.

Review Cycle:

Policy last reviewed	May 2024
Approved by	Principal, Kerri Gibson
Next scheduled review date	May 2028

This policy will be reviewed in:

May 2028