

# Cranbourne West Primary School

## COMMUNICATION PROTOCOL POLICY - COMMUNITY

### RATIONAL

Cranbourne West 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 contained in this policy outlines the school's key contacts for common enquiries.

### GENERAL STATEMENT

The aim of this policy is to ensure that the communication of information is carried out correctly and in a manner that complies with school, departmental and legal requirements.

### IMPLEMENTATION GUIDELINES

- Our school has a policy of open and cooperative communication.
- This practice however recognises that staff members have legal, departmental, local, professional and social obligations with regards to the communication of information.
- Cranbourne West Primary School will provide two written reports for students each year, two parent-teacher interviews per year, additional interviews upon agreement, and an annual report for the community.
- The Information Privacy Act and the Health Records Act 2001 require that schools protect the interests of individuals with regard to their personal information and respect the individual's right to control how their personal information is used, and for what purpose.
- The school will only collect consensual information that it requires about individuals and will only communicate and disclose information for the purposes for which it was collected.
- Any person seeking information from the school that falls outside the school's previous practices must be directed to the Principal who may require that a formal written Freedom of Information request be made. The Principal will inform School Council of any such requests.
- All such Freedom of Information requests will be referred to the DET's Freedom of Information Unit.
- Information sought by police, including interviews of students must be directed to the Principal.
- Requests from Department of Human Services personnel regarding students or families will be complied with at all times.
- In the interest of cyber safety and current privacy laws, students are not permitted to be photographed or videoed on the school premises without permission of the Principal. [Please refer to the Photographing and Filming of Students Policy]
- There is an expectation that all members of the community respect the rights of others by not posting or distributing photographs or videos that include other community members without their express permission or consent.

### Communication with Parents and Carers: Common Enquiries

- To report a student absence, please contact 59962878 or SMS to 0407229560 or via Sentral
- To report any urgent issues relating to a student on a particular day please contact the school office
- To discuss a student's academic process, health or wellbeing, please make an appointment with your child's classroom teacher
- For enquiries regarding camps and excursions, please contact the school office
- To report a potential hazard or incident on the school site, please contact the Infrastructure Manager via the school office.
- For parent payments [financial hardship] please contact the Community Liaison Officer directly on
- For all other enquiries, please contact the school office on 59962878 or email [cranbourne.west.ps@education.vic.gov.au](mailto:cranbourne.west.ps@education.vic.gov.au)
- To make a complaint, please contact the Principal or Assistant Principals on 59962878

School staff will do our best to respond to general queries as soon as possible and ask that you allow us two to three 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 school office 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 our school's website
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at parent forums
- Hard copy available from school administration upon request

## **EVALUATION**

This policy will be reviewed as part of the school's cyclic review.