

# Communication with School Staff Policy

## Purpose

This policy explains how Malvern Central School proposes to manage common enquiries from parents and carers.

## Scope

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

## Policy

Malvern Central 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 place the information directly onto Compass (via the green cross)
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 8823 9500
- to make a time to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Compass or via the school email with attention to your homeroom teacher. (Informal or unscheduled face to face meetings should not take place after 8.50am or before 3.40pm as teachers have a duty of care to their class and should not be distracted)
- for enquiries regarding camps and excursions, please contact the front office or your classroom teacher.
- to make a complaint, please contact your classroom teacher first. The complaint may then be referred to the Principal or Assistant Principal. Please also refer to our Complaints Policy, available on the MCS website.
- to report a potential hazard or incident on the school site, please contact the front office on (03)8823 9500
- for parent payments, please contact the front office on (03)8823 9500
- for all other enquiries, please contact the front office on (03)8823 9500 or malvern.cen@edumail.vic.gov.au

School staff will do their 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 or as soon as possible.

Students, parents and carers are not permitted to contact school staff via private phone numbers, email addresses or through computer applications such as Facebook, Instagram or Whatsapp.

Personal contact details of school leadership will only be disseminated in unique circumstances and should only be used in these emergency situations.

### **Further Information and Resources**

- MCS Child Safe Code of Conduct
- MCS Social Media Policy
- MCS Student Code of Conduct
- MCS Complaint and Concerns Policy
- MCS Statement of Values and School Philosophy

### **Review cycle**

This policy was last updated on 16<sup>th</sup> July, 2019 and is scheduled for review in July 2020.

**This policy was endorsed by School Council on July 24<sup>th</sup>, 2019**