

Southern Cross Primary School

Communication with School Staff

Reviewed
March 2024

Due for Review
March 2028

Approved By
Principal



Help for non-English speakers - If you need help to understand the information in this policy please contact the Main Office.

Purpose

This policy explains how Southern Cross Primary School proposes to manage common enquiries from parents and carers.

Policy

Southern Cross 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 enter the absence into COMPASS, if you do not have access to COMPASS then phone 9700 4488
- to report any urgent issues relating to a student on a particular day, please email classroom teachers directly between the hours of 8am and 6pm. For emergencies, please phone the school directly on 9700 4488.
- to discuss a student's academic progress, health or wellbeing, please contact your child's teacher directly.
- for enquiries regarding camps and excursions, please contact the Year Level Team Leader.
- to make a complaint, please follow the procedures outlined in our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact the Main Office on 9700 4488.
- for parent payments, please contact the Business Manager on 9700 4488.
- for all other enquiries, please contact our Office on 9700 4488.

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.

We ask that you allow us up to 3 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

Communication

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

- Provided to staff at induction and included in staff handbook;
- Discussed at staff meetings/briefings as required;
- Made available publicly on our school website; and
- Made available in hard copy from school administration upon request.

FURTHER INFORMATION AND RESOURCES

- the Department's Policy and Advisory Library (PAL): [Duty of Care](#)
- the Department's Policy and Advisory Library (PAL): [Structured Workplace Learning](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2024
Approved by	Principal
Next scheduled review date	March 2028