

# COMMUNICATION WITH SCHOOL STAFF

## PURPOSE

This policy explains how Murrumbeena Primary School 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

Murrumbeena 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 use the school communications COMPASS app, or record a message on 9568 1300
- to report any urgent issues relating to a student on a particular day, please contact Lynne Dixon on 9568 1300
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or the Year Level Coordinator.
- for enquiries regarding camps and excursions, please contact the Camp Coordinator as indicated on the COMPASS notification.
- to make a complaint, please contact the Principal/Assistant Principal through email: [Murrumbeena.ps@edumail.vic.gov.au](mailto:Murrumbeena.ps@edumail.vic.gov.au) . Please also refer to our Complaints policy, available on the school website.
- to report a potential hazard or incident on the school site, please contact OHS Manager: Rochellee Plumb on 9568 1300
- for parent payments, please contact Business Manager: Helen Georgitsopoulos on 9568 1300 or [Murrumbeena.ps@edumail.vic.gov.au](mailto:Murrumbeena.ps@edumail.vic.gov.au)
- for all other enquiries, please contact our Office on 9568 1300

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 24 hours where possible.

## REVIEW CYCLE

This policy was last updated in August 2019 and is scheduled for review in 2022.