



OSBORNE PRIMARY SCHOOL 2655

# Communication Policy

## **PURPOSE:**

This policy explains how Osborne Primary School proposes to manage common enquiries from parents and carers and directs members of the community to where they can source information.

## **SCOPE:**

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

## **POLICY:**

Osborne Primary School understands the important 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 log into COMPASS. If you do not have access, contact the School Office on (03) 5975 1792 for support.
- To report any urgent issues relating to a student on a particular day, please contact the Office on (03) 5975 1792
- To discuss a student's academic progress, health or wellbeing please contact your child's classroom teacher via COMPASS to make an appointment.
- For enquiries regarding camps and excursions, please contact the Office on (03) 5975 1792 and/or classroom teachers
- To make a complaint, please contact the Principal or Assistant Principal on (03) 5975 1792 or via email [osborne.ps@edumail.vic.gov.au](mailto:osborne.ps@edumail.vic.gov.au) please also refer to our Complaints and Grievances Policy and Procedures available on the school website.
- To report a potential hazard or incident on the school site, please contact the Office on (03) 5975 1792
- For parents payments, please contact the Office on (03) 5975 1792
- For all other enquiries, please contact the Office on (03) 5975 1792

School staff will do their best to respond to general queries as soon as possible and ask that you allow 2-3 working days to provide you with a detailed response. Parents are advised to call the school if they require an immediate response to any query or concern.

## **OTHER POLICIES & PROCEDURES:**

For other information particularly the Care, Safety, Welfare and Behaviour Management of students please refer to the appropriate policy on the Osborne school website.

## **CHILD WELFARE RELATED POLICIES AND FURTHER INFORMATION**

- Statement of Commitment to Child Safety,
- Child Safety Policy
- Child Safe Environment Policy
- Child Safety Reporting and Obligations Policy (Previously Mandatory Reporting Policy)
- Volunteers Code of Conduct.
- Student Engagement and Wellbeing Policy
- Inclusion and Diversity Policy
- Bullying Prevention Policy
- External Providers Policy
- Behaviour Management Policy
- First Aid Policy and Procedures
- Working With Children Check Policy
- Visitors Policy

### **FURTHER INFORMATION:**

Parents and carers are able to source general information from:

- the notice board at the corner of Craigie and Dunns Roads
- Weekly Newsletters and/or Bulletins
- Osborne School website. [www.osborneps.vic.edu.au](http://www.osborneps.vic.edu.au)
- Emailing to [Osborne.ps@edumail.vic.gov.au](mailto:Osborne.ps@edumail.vic.gov.au)

Parents of individual students are able to access school reports of their children through COMPASS or contact the school office for assistance.

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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

### **EVALUATION:**

This policy was updated in March 2019 and will be reviewed as part of the school's four year review process 2022.