COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Kingswood Primary School proposes to manage common enquiries from parents and carers and our approach to staff communication with parents and carers.

SCOPE

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

POLICY

Key contacts for common queries

Kingswood 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 notify the school by completing an absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9551-1727
- to discuss a student's academic progress, health or wellbeing, please first contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal on kingswood.ps@education.vic.gov.au Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the Principal on 9551-1727
- for parent payments, please contact the Business Manager on kingswood.ps@education.vic.gov.au
- for all other enquiries, please contact our Office at kingswood.ps@education.vic.gov.au

Response times

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2-3 days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

School communications to parents and carers

Kingswood Primary School sends information to parents and carers via Compass or school email.

Most messages will be sent either to the entire school community or to parents and carers of the relevant year level cohort (copying all teachers of students in that cohort).

Messages will only be sent by teachers to the parents and carers of students in their class exclusively in rare

circumstances where the information being provided is only relevant to that group of students (e.g. to arrange class specific activities). These communications must be checked by their cohort leader and if the message is from a leader they must seek permission from anyone in school leadership.

REVIEW CYCLE

This policy was last updated on the 10th August 2026 and is scheduled for review in August 2029.