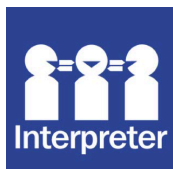


COMMUNICATION PLAN



IF YOU NEED HELP TO UNDERSTAND THE INFORMATION IN THIS POLICY PLEASE CONTACT THE OFFICE ADMINISTRATION STAFF FOR INTERPRETER ARRANGEMENTS.

PURPOSE

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

Carnegie 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 Compass portal to log the absence or email your child's teacher.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 95712662.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via email or by calling the front office and leaving a message
- for enquiries regarding camps and excursions, please contact your child's classroom teacher or the front office on 95712662.
- to make a complaint, please email or contact the Principal/Assistant Principal on 95712662. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the front office on 95712662.
- for parent payments, please contact the Business Manager on 95712662.
- for all other enquiries, please contact our Office on 95712662.

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.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

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

REVIEW CYCLE

This policy was last updated in 12th June 2025 and is scheduled for review in June 2028