

Marnebek School Cranbourne	Communication with School Staff Policy	
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Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office 5996 3858

PURPOSE

This policy explains how Marnebek 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. All communication among the school, parents and students will be respectful and professional, underpinned by appropriate privacy and confidentiality principles.

POLICY


Marnebek 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:

Compass is Marnebek School's main communication platform between parents/carers and the school.

Social media apps, Seesaw and the School Bulletin are used to share news, student work, and promote and give reminders about upcoming events. They should not be used to communicate or raise any matters relating to your child.

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**: in the first instance, please use the Compass app or alternatively leave a voice message on the absence line on 59963858 – choose option 1
- report any **urgent issues** relating to a student on a particular day, please contact administration office on 5996 3858
- discuss a student's **academic progress**, health or wellbeing, please contact your classroom teacher/Learning Neighbourhood Leading Teacher via email using the **Compass App** to make a time to call or meet. In the email, parents should briefly outline what they wish to discuss and if required, request a meeting with the teacher to discuss the matter in more

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detail. Teachers will always endeavour to respond within 24 hours. Teachers can also be contacted before school from 8:30-9:00am, or after school from 3:00- 3:30pm to speak with you personally alternatively, the school admin team can put you through to the teacher's voicemail. For enquiries regarding camps, please contact the camp organiser. This information is available from your child's Compass Camp Event notification.

- enquire about an excursion, please contact your classroom teacher.
- Raise a concern, please contact the Assistant Principal of your child's Learning Neighbourhood on 5996 3858. Please also refer to our Complaints policy, available on our school website
- report a potential hazard or incident on the school site.
- ask about a parent payment, please ask to speak with the Finance Officer.
- ask about student transport (buses) please ask to speak with the Student Transport officer.
- make enquiries in regard to any other matters please call the Administration Office 5996 3858
- Alternatively please email: marnebek.sch.cranbourne@education.vic.gov.au

SCHOOL TO COMMUNITY COMMUNICATION

Marnebek School will use a range of strategies to communicate effectively with the school community. These mechanisms include:

- Fortnightly school bulletins, the school website, social media and Compass.
- Weekly Whole School Assemblies and Information evenings.
- Student Support Group (SSG) and Team around the Learner (TAL) meetings, as appropriate
- Semester Reports and See-Saw
- Informal meetings

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

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EAST
MELBOURNE
VIC 3002 03
9637 3134

foi@edumail.vic.gov.au

ADDITIONAL RESOURCES

- [Marnebek School Complaints Policy](#)

REVIEW CYCLE

Policy last reviewed	July 2023
Approved by	Principal
Consultation with School Council	August 2023
Next scheduled review date	August 2026