



# COMMUNICATION PLAN FOR THE EAST BENTLEIGH PRIMARY SCHOOL COMMUNITY

## PURPOSE

This policy explains how East Bentleigh Primary School proposes to manage communication within the school community.

## SCOPE

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

## POLICY

East Bentleigh 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 **95703525**
- 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 **95703525**
- to make a complaint, please email or contact the Principal/Assistant Principal on **95703525**. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the front office on **95703525**
- for parent payments, please contact the Business Manager on **95703525**.
- for all other enquiries, please contact our Office on **95703525**

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  
2 Treasury Place

EAST MELBOURNE VIC 3002

03 9637 3134

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

#### REVIEW CYCLE

This policy was last updated in May 2023 and is scheduled for review in May 2026.