No. 4922

KARINGAL PRIMARY SCHOOL

Phone: 03 9789 4800
Email: karingal.ps@education.vic.gov.au
Website: http://www.karingalps.vic.edu.au

Mallum Avenue, Frankston, 3199
PO Box 6112, Frankston, 3199

COMMUNICATION POLICY

PURPOSE

Staff members of the school must communicate information in agreeance with established protocols to preserve the professionalism of the school, to protect the rights of individuals, to uphold our duty of care to students, and to comply with departmental and legal requirements.

To ensure that the communication of information is carried out correctly and in a manner that complies with school, departmental and legal requirements.

This policy explains how Karingal Primary School proposes to manage common enquiries from parents and carers and how the school will communicate information to families and the wider community.

SCOPE

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

POLICY

Karingal 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 contact the school on 9789 0514 and press 1 for student absences or via the absence link on the school website, https://www.karingalps.vic.edu.au/
- to report any urgent issues relating to a student on a particular day, please contact administration on 9789 0514
- to discuss a student's academic progress, health or well-being, please contact your classroom teacher
- to make a complaint, please contact the Principal/Assistant Principal on 9788 4800. Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact Office Manager, Christine Davies on 9788 4800
- for parent payments and all other enquiries, please contact our Office on 9789 0514

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.

Implementation:

- It is important to note that consultation does not mean decision-making. Nor does it equate that decision-making will simply be based on the popularity of ideas or the weight of numbers.

- Department of Education employees are free to make public comments on issues relating to education, but in doing so, must be wary not to make comments that can be construed as a negative criticism of our school, School Council community, staff or community members.

- The Information Privacy Act 2014 and the Health Records Act 2001 require that schools protect the interests of individuals regarding their personal information and respect the individual's right to control how their personal information is used, and for what purpose.

- The school will only collect consensual information that is required about individuals, and will only communicate and disclose information for the purposes for which it was collected.

Staff:

- Our school has a policy of open and cooperative communication. This practice however recognises that staff members have legal, departmental, local, professional and social obligations with regard to the communication of information.

- As a matter of professional courtesy, and as a requirement of Section 3.6 of the Teaching Service (Conduct of Duties) Order 1998, staff will communicate with the Principal before making a public comment or formal statement on educational issues that bear on the organisation or program of the school or workplace. The Principal and School Council President will ensure that each other are informed.

- All staff have access to school policies via policy folders and newly ratified policies are distributed as a hard copy at staff meetings.

Students:

- Years Prep -6 communication via written comments, Compass app, school website, School Stream app, Facebook and face-to-face contact.

Wider Community:

- Any person seeking information from the school that falls outside the school's previous practices must be directed to the Principal who may require that a formal written Freedom of Information request be made.

- All such Freedom of Information requests will be referred to the Department of Education and Training's Freedom of Information Unit.

- Information sought by police, including interviews of students must be directed to the Principal.

- Requests from Department of Health and Human Services child protection unit personnel regarding students or families will be complied with at all times.

- The school will comply with court subpoenas to provide information at all times, but will not respond to requests from lawyers seeking information without Department of Education and Training approval.

- Action may be taken by individuals, the Department or organisations against staff members, who choose to communicate information improperly
- The school will table its Annual Report to the Community at an open meeting of the School Council as soon as all components are finalised. This report will subsequently be made available to all in our community through the school's website. The content of the Annual Report will reflect the requirements of the Department of Education and Training.

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact [insert school contact details] for more information.

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@education.vic.gov.au

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2026
Approved by	Principal: Samantha Cooke
Next scheduled review date	December 2030