

COMMUNICATION POLICY



PURPOSE

To explain how Frankston Heights Primary School communicates with parents and carers and how common enquiries can be directed to the most appropriate staff member to ensure timely and effective responses.

SCOPE

This policy applies to school staff, and all parents, carers and families within the Frankston Heights Primary School community.

POLICY

Frankston Heights Primary School values positive, respectful and effective communication between home and school. Strong partnerships between families and the school support student learning, wellbeing and engagement.

Contacting the School

Please contact the school office on **(03) 9783 4988** or email frankston.heights.ps@education.vic.gov.au for enquiries relating to:

- reporting a student absence
- reporting urgent matters relating to a student on a particular day
- reporting a potential hazard or incident on the school site
- arranging an appointment with the Principal or Assistant Principal
- parent payments
- camps and excursions
- enrolment enquiries
- general school enquiries.

Contacting Your Child's Teacher

Parents and carers are encouraged to contact their child's teacher via Sentral when they wish to:

- discuss their child's learning, progress, wellbeing or health
- arrange a meeting with the teacher
- communicate routine information relating to their child.

Where appropriate, office staff will forward enquiries to the relevant staff member.

Response Timeframes

Frankston Heights Primary School is committed to responding to parent and carer enquiries in a timely manner.

We ask that parents and carers allow **2 to 3 working days** for a response to general enquiries. Where possible, urgent matters will be responded to within **24 hours**.

Staff may not be available to respond immediately due to teaching commitments, meetings, professional learning or other school responsibilities.

In accordance with the **Fair Work Act Right to Disconnect provisions**, school staff have the right to disconnect from work-related communications outside of their ordinary working hours. This means staff are not expected to monitor or respond to emails, Sentral messages or phone calls outside these hours unless exceptional circumstances apply.

We appreciate the support of our school community in respecting staff working hours.

Communication Methods

Frankston Heights Primary School communicates with families through a variety of channels.

- **Sentral**

Sentral is the school's primary communication platform and is used for:

- routine communication between parents/carers and teachers
- attendance notifications
- school announcements
- permission forms
- parent-teacher interview bookings
- reports

- **Face-to-Face Meetings**

Parents and carers are encouraged to arrange an appointment if they wish to discuss matters relating to their child. Appointments can be made through the school office or directly with the classroom teacher via Sentral.

- **Telephone**

Messages for staff can be left with the school office. Staff will return calls as soon as practicable.

- **School Newsletter**

The school newsletter is published fortnightly and is available via Sentral and on the school website. The newsletter provides important information about school events, student learning and upcoming activities.

- **Year Level Newsletters**

Year level newsletters are published at the beginning of each term and outline curriculum priorities, learning programs and key events. These newsletters are available through the Frankston Heights Primary School Sentral Parent Portal.

- **Parent-Teacher Interviews and Three-Way Conferences**

Parents and carers are provided with opportunities throughout the year to meet with their child's teacher to discuss academic progress, learning goals and wellbeing.

- Additional meetings may be arranged at any time where required, including for students receiving support through the Disability Inclusion Program.

- **Learning Expos**

Learning Expos provide families with opportunities to celebrate and engage with their child's learning.

- **Student Reports**

Written reports are provided twice each year, at mid-year and end of year, and are published through the Frankston Heights Primary School Sentral Parent Portal.

- **School Website**

The school website provides information about enrolment, school policies, curriculum programs, events and other important information.

- **School Facebook Page**

The school's Facebook page is used to celebrate student learning and promote school events and activities.

- **Annual Report**

The Annual Report to the School Community is published each year and provides information about the school's achievements, performance and strategic priorities. It is available on the school website.

Interpreting Services

Interpreting services are available for parents and carers who require language support to understand important information about their child's education.

Please contact the school office to arrange an interpreter.

Requests for Information

Parents and carers are generally entitled to receive information that is ordinarily provided to families, including newsletters, reports and information relating to their own child.

Requests for information that is not ordinarily available may need to be made through the Department of Education's Freedom of Information (FOI) process. Where information is required for legal proceedings, it may be obtained through 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

Phone: (03) 9637 3134

Email: foi@education.vic.gov.au

COMMUNICATION

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

- Available publicly on school website
- Staff induction processes

POLICY REVIEW AND APPROVAL

Policy last reviewed:	July 2026
Approved by:	Principal
Next scheduled review date:	July 2029