



**crusoe**  
**COLLEGE**

# Communication with School Staff Policy

## **PURPOSE**

This policy explains how Crusoe College proposes to manage common enquiries from parents and carers.

## **SCOPE**

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

## **POLICY**

Crusoe College 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 Compass or contact Wendy Mapperson on (03) 54477722
- To report any urgent issues relating to a student on a particular day, please contact the General Office on (03) 54477722
- To discuss a student's academic progress, health or wellbeing, please contact your child's Advisor or Community Leaders on (03) 54477722
- For enquiries regarding camps and excursions, please contact Colleen Biggs on (03) 54477722
- To make a complaint, please contact the Principal/Assistant Principal on (03) 54477722 or by email [crusoe.710.sc@education.vic.gov.au](mailto:crusoe.710.sc@education.vic.gov.au). Please also refer to our Complaints policy, available: <http://www.crusoecollege.vic.edu.au/assets/complaints-policy-august-2018.pdf>
- to report a potential hazard or incident on the school site, please contact Gerald Truscott, Business Manager on (03) 54477722
- for parent payments, please contact Tracey Hughes on (03) 54477722
- for all other enquiries, please contact our Office on (03) 54477722 or by email on [crusoe.710.sc@education.vic.gov.au](mailto:crusoe.710.sc@education.vic.gov.au)

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

RESPECT

ENDEAVOUR

ASPIRATION

LEARNING

## **REVIEW CYCLE**

This policy was approved by School Council on July 19, 2021 and is scheduled for review in 2023.