



CAULFIELD PRIMARY SCHOOL COMMUNICATION SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the School Office.

PURPOSE

This policy explains how Caulfield Primary 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.

POLICY

Caulfield 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, please refer to the information in the infographic in Appendix A which outlines key contacts for common queries.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 - 3 school days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 2 school days.

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 the school office for more information via phone call (9523 7932) or an email (caulfield.ps@education.vic.gov.au).

Requests for information

Parents and carers receive a range of information through the school newsletter, area newsletter, school reports, and other communication channels used by the school.

If additional information is required, parents and carers are encouraged to first contact their child's classroom teacher, the Principal, or the Assistant Principal for clarification.

Where the requested information cannot be provided by the school, parents and carers may seek access through a Freedom of Information (FOI) request. If the information is required for court proceedings, it must be obtained through the issue of a subpoena. [Freedom of Information Request](#)

Responding to incidents and communication to parents

The school maintains a clear and structured procedure for staff to follow when an incident involving students occurs. This procedure is designed to ensure timely, consistent, and effective communication and response. All staff members are required to adhere to this protocol to ensure the safety and wellbeing of students and to facilitate appropriate follow-up actions. The school is committed to implementing this procedure consistently in response to all incidents. Caulfield Primary School has developed a parent information document outlining our Student Behaviour Guidelines to support a consistent and transparent approach to managing behavioural matters within our school. This can be found on the school website and in Appendix B of this document. The email address of individual staff members can be found on our learning management system (LMS), the Sentral parent app and will be updated annually.

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 process
- Included in volunteer induction processes and training for relevant volunteers
- Available to staff in the Policies Google Drive
- Hard copy available from the school office upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	October 2025
Consultation	Education & Policy Sub-Committee
Approved by	School Council
Next scheduled review date	October 2028

COMMUNICATION & ENGAGEMENT

CAULFIELD PRIMARY SCHOOL

A guide to support partnerships between home and school.

Principal & Assistant Principal

- Be approachable
- Stay informed of DE initiatives and guidelines
- Encourage collaboration in decision making
- Communicate decisions and information to staff and school community



School Improvement Team

- Contribute to decision making
- Address and support issues or concerns
- Support Decisions - Share collective responsibility and consistency



Stay Informed

- Read the Newsletter
- Access the school website
- Read SchoolStream/Sentral
- Respond to action emails
- Instagram - @CaulfieldPS
- Establish a relationship with our teaching staff



School Council

- Meet twice per term
- Meet as a sub-committee twice per term
- Contribute to decision making
- Prepare and present sub-committee reports

CPS Staff

- Be friendly, approachable and responsive
- Build positive relationships with families and staff
- Inform staff or families of matters, issues or concerns



Concerns or Complaints

- Please raise these with:
- Teacher
- Area Leader
- School Improvement Team
- Principal/Assistant Principal
- Regional Office

Please contact us via: 9523 7932 or caulfield.ps@education.vic.gov.au

APPENDIX B