



CROYDON SDS

Communication with School Staff



Help for non-English speakers

If you need help to understand the information in this policy please contact the school office on ph 9725 4933 or by email at croydon.sds@education.vic.gov.au

PURPOSE

This policy explains how Croydon Special Developmental School (Croydon SDS) 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

Croydon SDS 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 record this on Compass or contact the front office on 9725 4933. Messages after hours may be left on the school voicemail - 9725 4933 or emailed to croydon.sds@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9725 4933
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact Christine Pillot, Principal or Judith McDonald, Assistant Principal on 9725 4933. Please also refer to our Complaints policy: <http://www.croydonsds.vic.edu.au/index.php/policies-and-documents/>
- to report a potential hazard or incident on the school site, please contact Judith McDonald, assistant principal on 9725 4933
- for parent payments, please contact Val Maher, our business manager, on 9725 4933
- for all other enquiries, please contact our Office on 9725 4933

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.

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 front office on 9725 4933 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:
<http://www.croydonsds.vic.edu.au/index.php/policies-and-documents/>
- 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
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

REVIEW CYCLE AND APPROVAL

This policy was last updated on 21/8/2023 and is scheduled for review in August, 2026

Policy last reviewed	21/08/2023
Consultation	School community, school council and staff via school newsletter This policy is available on the school's website
Approved by	Principal Christine Pillot
Next scheduled review date	August 2026