



Caulfield South  
Primary School

### Caulfield South Inbound Communication Matrix

The following table outlines the protocols and methods of communication that can be used in different instances at Caulfield South Primary School.

What	For Example	Who and How to contact	Response Time
Student Absences	Illness (on day of occurrence)	Flexischools App	Email notification to parents on day of unexplained absence.
	Notification of upcoming extended absence	Email to school office (passed on to class teacher)	
Lunch orders	Ordering student lunches	Flexischools App	Orders for that day placed before 9am
Payments	Camps School Fees Other Payments	Paper notes informing of charges Preferred method of payment through Qkr App. EFTPOS/Credit payment through office	
Student Welfare and academic concerns	Positive feedback Playground issues Homework, including at-home reading Not wanting to go to school Queries about excursions and class events Playground or bullying issues Clarification about curriculum/learning units Inconsistent messages/expectations from teachers	Phone to school office (put through to teacher) Direct email to teacher Direct email office (passed on to teacher) Face to face meeting (arranged at a prior time)	Most routine communication acknowledged within 1-2 school days. <i>More complex issues requiring investigation and consultation may take up to 5 school days after initial acknowledgement</i>
Unresolved Issues	Attempt has been made to resolve issue with class teacher, but a satisfactory outcome has not been reached	Contact school office to arrange communication with Assistant Principal/Principal	1-5 school days depending on urgency

Governance	School Wide Issues Policies OHS	Written letter to School Council President or members (c/o Caulfield South Primary School) Email to School Council Contact with School Office	Response will be in line with next monthly School Council meeting
Fundraising and social events	Offers to volunteer/contribute Suggestions Feedback	Discussion Email with Class Rep Email to Parents' Association president C/O school office	1-5 school days depending on urgency
Special Family circumstances and sensitive matters	Family issues Financial hardship	Request meeting with class teacher Request meeting with Principal/ Assistant Principal through school office	1-5 school days depending on urgency