

COMMUNICATIONS WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Strathfieldsaye 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

Strathfieldsaye 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, the information below outlines key contacts for common queries:

- to report a student absence, please enter the information in the Compass Attendance section, or leave a message on the School Absence line by calling 03 5439 5207.
- to report any urgent issues relating to a student on a particular day, please contact the Principal or Assistant Principal
- to discuss a student's academic progress, health or wellbeing, please contact your student's classroom teacher or the Inclusive Education Coordinator
- for enquiries regarding camps and excursions, please contact your student's classroom teacher
- to make a complaint, please contact the Principal/Assistant Principal. Please also refer to our Complaints policy, available on the school website.
- , please contact the school office on 03 5439 5207
- for parent payments and all other enquiries, please contact our Office on 03 5439 5207

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 [insert school contact details] 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 (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter and Compass newsfeed
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2024
Consultation	Students – School Captains Parents – School Improvement Sub Committee 05.02.24 School Council – School Council Meeting 20.02.24 Uploaded to School Website
Approved by	Principal
Next scheduled review date	February 2026