

# COMMUNICATION WITH SCHOOL STAFF POLICY



## PURPOSE

This policy explains how Tooradin 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

Tooradin 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:

- please contact the office on 5998 3321 for any of the following:
  - to report a student absence
  - to report any urgent issues relating to a student on a particular day
  - for parent payments
  - for enquiries regarding camps and excursions
  - to make a complaint. Please also refer to our Complaints policy
  - to report a potential hazard or incident on the school site
  - for all other enquiries
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher

School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to 7 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)

## REVIEW CYCLE

This policy was last updated on December 2019 and is scheduled for review in 2022.

Signed:

  
Principal

Signed:

  
School Council President