

COMMUNICATION WITH SCHOOL



STAFF POLICY

PURPOSE

This policy explains how Tallarook 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

Tallarook 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 contact the office on 5792 1752 or send a Dojo message to classroom teacher]
- to report any urgent issues relating to a student on a particular day, please contact office on 5792 1752
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the Principal, Lynette Robberts, on 5792 1752
- to make a complaint, please contact the Principal, Lynette Robberts, on 5792 1752
- please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact the Principal, Lynette Robberts, on 5792 1752
- for parent payments, please contact the Principal, Lynette Robberts, on 5792 1752
- for all other enquiries, please contact our Office on 5792 1752

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.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and notes or notices.

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

REVIEW CYCLE

This policy will be regularly reviewed and updated to take account of the new laws and technology and the changing school environment when required.

RATIFIED: November 2018

REVIEWED: November 2022