



# SCORESBY PRIMARY SCHOOL

## Communication with School Staff

2021

### PURPOSE

This policy explains how Scoresby 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

Scoresby Primary 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 details on COMPASS
- to report any urgent issues relating to a student on a particular day, please contact the main office on 9763 7484
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or Level Leader.
- for enquiries regarding camps and excursions, please contact your class
- to make a complaint, please contact the classroom teacher and Level Team Leader. The classroom teacher and Level Team Leader will also inform Leadership. For urgent matters please contact the Principal / Assistant Principal on 9763 7484. Please also refer to our Complaints policy, available on the school's website
- to report a potential hazard or incident on the school site, please contact the main office on 9763 7484
- for parent payments, please contact the main office on 97637484
- for all other enquiries, please contact our Office on 9763 7484

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 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.

All staff will adhere to the Departmental Privacy Policy when parents and carers seeking information that is not ordinarily provided to parents.

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 15 May and is scheduled for review in May 2024.