



GEELONG EAST PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Example 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

Geelong East 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 Geelong East Primary School on 03 5248 4885
- to report any urgent issues relating to a student on a particular day, please contact Geelong East Primary School front office on 03 5248 4885
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the [Principal/Assistant Principal] on 03 5248 4885 Please also refer to our Complaints policy, available
- to report a potential hazard or incident on the school site, please contact Geelong East Primary School on 03 5248 4885
- for parent payments, please contact the Business Manager on 03 5248 4885
- for all other enquiries, please contact our Office on 03 5248 4885.

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.

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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website or through SeeSaw
- Referred to in staff induction processes and staff training
- Discussed at annual staff briefings/meetings
- Referred to in transition
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

REVIEW CYCLE

Policy last reviewed	March 2021
Consultation	Staff through briefing Administration meetings on processes School Council meeting
Approved by	Principal – Karen Chaston
Next scheduled review date	March 2025 or this policy will be updated if significant changes are made that require a revision.