
Communication with School Staff

PURPOSE

This policy explains how The Patch 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

The Patch 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 our office administrator Maddy Meyland on 97567463 the.patch.ps@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact front office on 97567463
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact office administrator Maddy Meyland on 97567463 the.patch.ps@edumail.vic.gov.au
- please contact the [Principal/Assistant Principal] on 97567463 Please also refer to our Complaints policy, available on the website or at the office
- to report a potential hazard or incident on the school site, please contact office administrator Maddy Meyland on 97567463 the.patch.ps@edumail.vic.gov.au
- for parent payments, please contact Karen Koelewyn on 97567463 the.patch.ps@edumail.vic.gov.au
- for all other enquiries, please contact our Office on 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

REFERENCES:

<http://www.education.vic.gov.au/school/principals/spag/governance/Pages/subcommittees.aspx>

REVIEW CYCLE

This policy was last updated on May 2019 and is scheduled for review in May 2021

SIGNATURE



Debra Herrmann
Principal



Becks Wapshott
School Council President