



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Flowerdale 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

Flowerdale 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 school office on 5780 1264.
- to report any urgent issues relating to a student on a particular day, please contact the school office or school Principal.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the school office or classroom teacher.
- to make a complaint, please contact the school Principal on 5780 1264 or flowerdale.ps@education.vic.gov.au. Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact OHS representative.
- for parent payments, please contact the school office.
- for all other enquiries, please contact our school office.

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



Flowerdale Primary School

EAST MELBOURNE VIC 3002

03 9637 3134

foi@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated in March 2021 and is scheduled for view in March 2024.