

# COMMUNICATION WITH STAFF POLICY

## PURPOSE

This policy explains how Brandon Park 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

Brandon Park 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 online via Compass or by phone on 9560 4423
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9560 4423 or the class teacher via Compass
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Compass
- for enquiries regarding camps and excursions, please contact your child's classroom teacher via Compass or contact the front office on 9560 4423
- to make a complaint, please contact the Assistant Principal – Student Welfare and Wellbeing, Janice Corbett on 9560 4423 or via email. (This would be after endeavouring to rectify the situation with the class teacher and/or level coordinator). Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact the front office on 9560 4423
- for parent payments, please contact either of our Business Managers on 9560 4423 or via the school's email on [brandon.park.ps@edumail.vic.gov.au](mailto:brandon.park.ps@edumail.vic.gov.au)
- for all other enquiries, please contact our Office on 9560 4423

School staff will do their best to respond to general queries as soon as possible and ask that you allow us up to 48 hours 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](mailto:foi@edumail.vic.gov.au)

## REVIEW CYCLE

This policy was last updated in December 2018 and is scheduled for review in 2020.

