

COMMUNICATION WITH STAFF POLICY

PURPOSE

This policy explains how Alvie Consolidated 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

Alvie 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 Business Manager Liz McLeod on (03) 5234 8256 or email alvie.ps@education.vic.gov.au or submit eform via the SkoolBag or COMPASS application, place a note in student diary or verbal notification in person or telephone
- to report any urgent issues relating to a student on a particular day, please contact front office on (03) 5234 8256 and ask to speak with Principal or schedule appointment or call-back
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher and make an appointment or student diary, telephone or in person
- for enquiries regarding camps and excursions, please contact Business Manager Liz McLeod on (03) 5234 8256 or via email alvie.ps@education.vic.gov.au
- to make a complaint, please contact the front office to schedule an appointment via email at alvie.ps@education.vic.gov.au or ross.dullard@education.vic.gov.au to schedule an appointment. Please also refer to our Complaints policy, available [here](#).
- to report a potential hazard or incident on the school site, please contact front office (03) 5234 8256
- for parent payments, please contact Business manager Liz McLeod on (03) 5234 8256 or email Elizabeth.mcleod2@education.vic.gov.au
- for all other enquiries, please contact our front office on (03) 5234 8256

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1 – 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters the same day where possible.

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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

REVIEW CYCLE

This policy was last reviewed and approved by school council on **28 AUG 2019** and is scheduled for evaluation and review in **AUG 2023**

