

Policy No. WEL031 COMMUNICATION WITH STAFF POLICY

Purpose:

This policy explains how Chelsea Heights 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:

Chelsea Heights 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 office or send a text/SMS. Please refer to our Attendance Policy, available on the school’s website.
- to report any urgent issues relating to a student on a particular day, please contact the office
- to discuss a student’s academic progress, health or wellbeing, please contact the classroom teacher
- for enquiries regarding camps and excursions, please contact the office
- to make a complaint, please contact the office on. Please also refer to our Complaints Policy, available on the school’s website.
- to report a potential hazard or incident on the school site, please contact the office
- for parent payments, please contact the office
- for all other enquiries, please contact the 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 1-2 working days 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

School Chelsea Height PS		Policy name Communicating with Staff Policy		Policy Ref. Number WEL031	
Written by: J Satchwell	Amended by: J Satchwell	In consultation with: School Council	Date: 13/03/2020	Version 1.0	Page 1

More information and resources

- Attendance Policy
- Complaints Policy

Evaluation

This policy will be updated every 3 years or as determined by DET review cycle.

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