

**COMMUNICATION WITH SCHOOL STAFF POLICY****Help for non-English speakers**

If you need help to understand the information in this policy, please contact the office on 9366 2832

**PURPOSE**

This policy explains how St Albans 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**

St Albans 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 Lizi Hirst – Office Manager on 9366 2832
- to report any urgent issues relating to a student on a particular day, please contact the Office on 9366 2832.
- to discuss a student’s academic progress, health or wellbeing, please contact your Classroom Teacher.
- for enquiries regarding camps and excursions, please contact your Classroom Teacher or the Office on 9366 2832.
- to make a complaint, please contact the Principal – Joanne Richmond on 9366 2832. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact Joanne Richmond on 9366 2832.
- for parent payments, please contact Mandy Thomas – Business Manager on 9366 2832
- for all other enquiries, please contact our Office on 9366 2832.

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](mailto:foi@edumail.vic.gov.au)

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school’s website
- Discussed at annual staff briefings/meetings
- Discussed at parent information sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2023
Consultation with School Council	July 2023
Approved by	Principal
Next scheduled review date	June 2027