



COMMUNICATION WITH SCHOOL STAFF POLICY

Purpose

This policy explains how Carlton North 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 Statement

Carlton North 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 log on to Compass and notify of student absence or contact front office on 9347 4822.
- to report any urgent issues relating to a student on a particular day, please contact front office on 9347 4822.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact front office on 9347 4822.
- to make a complaint, please contact the Principal or Assistant Principal on 93474822 or by email Rachel Corben Corben.Rachel.N@edumail.vic.gov.au Erin Brown - Brown.Erin.l@edumail.vic.gov.au

Please also refer to our Complaints policy, available: <http://www.carltonnthps.vic.edu.au/accountability/>

- to report a potential hazard or incident on the school site, please contact the Principal Rachel Corben on Corben.Rachel.N@edumail.vic.gov.au or 0477 225 597.
- for parent payments, please contact Janai Collins on 9347 4822 Collins.Janai.J@edumail.vic.gov.au
- for all other enquiries, please contact our Office on 9347 4822 carlton.north.ps@edumail.vic.gov.au

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

Review Cycle

This policy will be reviewed in 2021 or earlier as required.

This policy was ratified by School Council 13 September 2018.