

# TALBOT PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY



## Purpose

This policy explains how Talbot 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

Talbot 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 office on 03 5463 2373
- to report any urgent issues relating to a student on a particular day, please contact please contact office on 03 5463 2373
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact office on 03 5463 2373
- to make a complaint, please contact the Principal on 03 5463 2373. Please also refer to our Complaints policy, available: [insert link]
- to report a potential hazard or incident on the school site, please contact the office on 03 5463 2373
- for parent payments, please contact the office 03 5463 2773
- for all other enquiries, please contact our Office on 03 5463 2373

School staff will do our best to respond to general queries as soon as possible 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)

## Evaluation

- This policy will be reviewed as part of the school's three-year review cycle.

## REVIEW CYCLE

*This policy was last ratified by School Council in....*

Principal's signature: *Christa Barner*

School Council President's signature: *b*

Date: *18<sup>th</sup> March, 2021*