

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Skene Street Specialist 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

Skene Street Specialist 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 on 53582448 or school bus chaperone if they catch the school bus on 0427123761 or 0427123760]
- to report any urgent issues relating to a student on a particular day, please contact the school office on 53582448
- to discuss a student's academic progress, health or wellbeing, please contact the school office to leave a message for the classroom teacher to contact you. Alternatively, you can email or use relevant apps. as set up by individual classes, such as Class Dojo.
- for enquiries regarding camps and excursions, please contact classroom teacher on 53582448.
- to make a complaint, please contact the Principal on 53582448 or sandi.slocombe@education.vic.gov.au. Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact Sandi Slocombe School Principal 53582448 or sandi.slocombe@education.vic.gov.au.
- for all other enquiries, please contact our Office on 53582448 or skene.street.sch.stawell@education.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. Please try to ensure communication is within reasonable teacher working hours, unless urgent.

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the school office for more information.

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@education.vic.gov.au

COMMUNICATION

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2022
Consultation	School Council
Approved by	Principal
Next scheduled review date	May 2026
