



# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Orchard Grove 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

Orchard Grove 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, document on Compass or contact the office staff on 9894 3400
- to report any urgent issues relating to a student on a particular day, please contact their classroom teacher via email or front office on 9894 3400
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via email to arrange a meeting or online video conference
- for enquiries regarding camps and excursions, please contact our front office
- to make a complaint, please contact the Principal or Assistant Principal on 9894 3400 or email - [orchard.grove.ps@education.vic.gov.au](mailto:orchard.grove.ps@education.vic.gov.au). Please also refer to our Complaints policy, available on the website
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on 9894 3400
- for parent payments, please contact the office staff or business manager
- for all other enquiries, please contact our Office on 9894 3400

School staff will do our best to respond to general enquiries as soon as possible and ask that you allow us 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

### **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 front office for more information.

### **Requests for information**

Parents and carers are generally entitled to information about their child, 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
- included in the staff handbook
- Hard copy available from school administration upon request

### **Review Cycle And Evaluation**

Ratified by School Council July 2022  
Schedule for review in 2025