

# MELTON WEST PRIMARY SCHOOL

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Melton West 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

Melton West 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 the office on 9743 5818
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9743 5818 and they will direct the information to the relevant person or persons
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher via Class Dojo or make an appointment with the relevant person by contacting the front office on 9743 5818
- to make a complaint, please contact the Principal/Assistant Principal by contacting the front office on 9743 5818. Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact the front office on 9743 5818
- for parent payments, please contact the front office on 9743 5818 or present in person
- for all other enquiries, please contact our Office on 9743 5818
- 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

### 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:

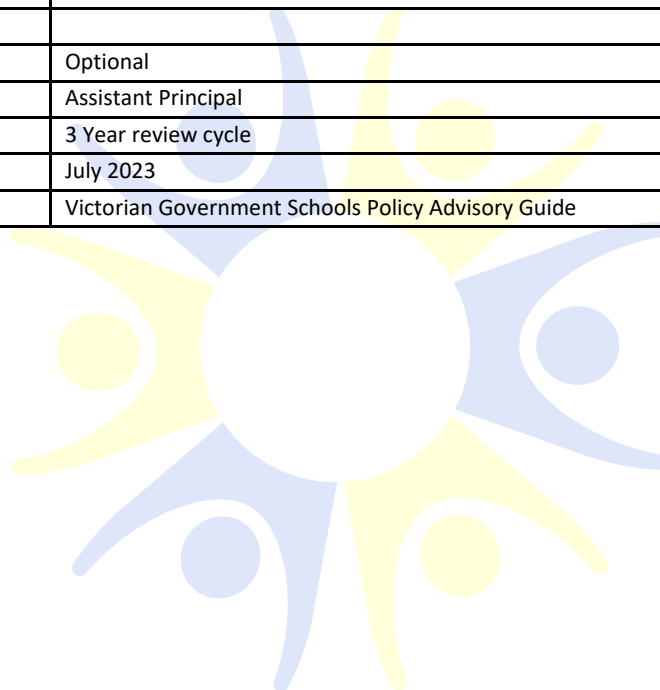
Manager – Freedom of Information Unit  
Department of Education and Training  
2 Treasury Place

EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

## REVIEW CYCLE

This policy was last updated on July 2020 and is scheduled for view in July 2023.

<b>School Council</b>	Consultation recommended
<b>Date Reviewed/Approved</b>	
<b>Communication method</b>	School website, Staff Handbook
<b>Date communicated</b>	
<b>Source of Requirement</b>	Optional
<b>Responsible for Review</b>	Assistant Principal
<b>Review Cycle</b>	3 Year review cycle
<b>Next Review Due Date</b>	July 2023
<b>References</b>	Victorian Government Schools Policy Advisory Guide



Melton West  
PRIMARY SCHOOL