

# **COMMUNICATION WITH SCHOOL STAFF POLICY**

KATANDRA SCHOOL

NOVEMBER 2020

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## PURPOSE

This policy explains how Katandra 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

Katandra 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 administration on the school phone number;
- to report any urgent issues relating to a student on a particular day, please contact the classroom teacher on Class Dojo, or by phoning the school. Teachers will not check Class Dojo after 6pm or before 8.30am;
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher for first point of contact, Leading Teacher Jacqui Lamden for academic progress, Assistant Principal Thomas Cazaly for wellbeing;
- for enquiries regarding camps and excursions, please contact your child's classroom teacher;
- to make a complaint, please contact the Principal on the school email, on the school phone number or arrange an appointment through the administration team. Please also refer to our Complaints policy;
- to report a potential hazard or incident on the school site, please contact a member of leadership or the administration team on the school phone number/email;
- for parent payments, please contact the administration team on the school phone number/email; or
- for all other enquiries, please contact our Office on the school number/email.

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:

Freedom of Information Manager  
Department of Education and Training  
GPO Box 4367  
MELBOURNE VIC 3001  
7022 0856  
[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## REVIEW CYCLE

*This Code of Conduct or Policy was endorsed/approved by the Katandra School Council on November 2020 for review if legislative or other changes require in the interim or no later than November 2022.*

<b>Date Implemented</b>	November 2020
<b>Author</b>	Rhett Watts
<b>Approved By</b>	School Council
<b>Approval Authority (Signature &amp; Date)</b>	School Council President: Kellie Easton Signature Date
<b>Date to be Reviewed</b>	November 2022
<b>Responsible for Review</b>	Rhett Watts, Thomas Cazaly
<b>References</b>	Victorian Government Schools Reference Guide