



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Buchan 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

Buchan 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 your child's teacher on the school landline 5155 9241 or the school mobile 0436 852 604 or via the School Stream app.
- To report any urgent issues relating to a student on a particular day, please contact your child's teacher directly on the school landline 5155 9241.
- To discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher, the student wellbeing team that comprises of all teaching staff and principal, our Bushfire Practitioner and or School Chaplain.
- For enquiries regarding camps and excursions, please contact please contact your child's teacher on the school landline 5155 9241 or the school mobile 0436 852 604 or via the School Stream app.
- To make a complaint, please contact the Principal on the school landline 5155 9241 or the school mobile 0436 852 604.
- To report a potential hazard or incident on the school site, please contact the principal on the school landline 5155 9241 or the school mobile 0436 852 604.
- For parent payments, please contact the Business Manager on 5155 9241.
- For all other enquiries, please contact our Office on 5155 9241.

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:

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

REVIEW CYCLE

This policy was last updated on 18th February 2021 and is scheduled for review in February 2024.