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|                   | <h2 style="margin: 0;">Hughesdale Primary School</h2>              |
|  | <h3 style="margin: 0;">Communication with School Staff Policy</h3> |
| <b>Last Review Date:</b><br>May 2022   | <b>Due for Next Review:</b><br>May 2025                            |
| <b>Included on website:</b><br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <b>Authorised (Principal):</b>                                     |

## PURPOSE

This policy explains how Hughesdale 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

Hughesdale 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 use COMPASS using your unique user ID and password
- To report any urgent issues relating to a student on a particular day, please contact our Office on 9570 4808
- To discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher who can be contacted
  - phoning the school on 9570 4808
  - email (using COMPASS or the email address shared at the beginning of the year)
  - in person at school between 8:50am and 9:00am or after school from 3:30pm to 3:45pm
- For enquiries regarding camps and excursions, please contact your child's classroom teacher
- To make a complaint, please refer to our Complaints Policy
- To report a potential hazard or incident on the school site, please contact the Principal, Lisa Gough on 9570 4808 or [lisa.gough@education.vic.gov.au](mailto:lisa.gough@education.vic.gov.au)
- For parent payments, please contact our Business Manager, Bridene Forrest, on 9570 4808 (Monday to Thursday) or [bridene.forrest@education.vic.gov.au](mailto:bridene.forrest@education.vic.gov.au)
- For all other enquiries, please contact our office [hughesdale.ps@education.vic.gov.au](mailto:hughesdale.ps@education.vic.gov.au) or 9578 4808

School staff will do their best to respond to general queries as soon as possible and ask that parents and carers allow them two to three working days to provide a detailed response. Staff will endeavour to respond to urgent matters within 24 hours where possible.

## Interpreting Services

The school can arrange for interpreting support if the parent or carer is from a language background other than English and need help with understanding important educational information about their child.

## 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 7022 0078  
[foi@education.vic.gov.au](mailto: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 induction processes for staff training
- included in staff handbook/manual
- discussed at parent information sessions
- made available upon request to the front office.

## RELATED POLICIES AND RESOURCES

### [School policies:](#)

- Complaints Policy

## POLICY REVIEW

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|----------------------------|--|
| Policy last reviewed       | May 2022   |
| Next scheduled review date | May 2025   |
| Review Cycle               | The recommended minimum review cycle for this policy is 3 to 4 years |