



Communication with School Staff

Policy

Policy review team members: Bev Harvey, Bev Harvey, Donna Wheatley, Kate Eadie, Jane Herring, Katanya Barlow

This policy was last ratified by School Council on 21/10/19

Purpose:

This policy explains how Mt Eliza PS proposes to manage common enquiries from parents and carers.

Scope:

This policy applies to school staff, and all parents and carers in our community.

Implementation:

Mt Eliza PS 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, text message (0439 454 239), through the Sentral portal, phone 9787 1385 or personal contact with teacher prior to 9.30am on the day of absence.
- to report any urgent issues relating to a student on a particular day, please contact the office on 9787 1385
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher on 9787 1385 or by email. Please refer to our Email Communication Protocol when emailing teachers.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher or camp coordinator.
- to make a complaint, please refer to our Parent Concerns and Complaints Flowchart on the MEPS website.
- to report a potential hazard or incident on the school site, please contact the office, Principal or Assistant Principal on 9787 1385
- for parent payments, please contact the office on 9787 1385. To develop a payment plan, please contact the Assistant Principal.
- for all other enquiries, please contact our Office on 9787 1385.

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

Evaluation:

This policy will be reviewed as part of MEPS two –year review cycle

School Council President: Kymberly Davidson

Signature:

Date: