



School No: 0128 | Caledonia Street, St. Andrews, Victoria 3761
t | 03 9710 1255 f | 03 9710 1827 w | www.standrewsps.vic.gov.au

Communication with School Staff Policy

Purpose

This policy explains how St. Andrews 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

St. Andrews 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 the Skoolbag app or contact the school reception on 03 9710 1255
- to report any urgent issues relating to a student on a particular day, please contact the school office on 03 9710 1255 or the school mobile 0427 493 693
- to discuss a student's academic progress, health or wellbeing, please contact your Child's classroom teacher
- for enquiries regarding camps and excursions, please contact the staff members listed on the information / permission notices
- to make a complaint, please contact the Principal on 9710 1255 or by e-mail at st.andrews.ps@education.vic.gov.au . Please also refer to our Complaints Policy, available on our website or via <https://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>
- to report a potential hazard or incident on the school site, please contact the School immediately on 03 9710 1255, 0427 493 693 or e-mail us at st.andrews.ps@education.vic.gov.au
- for parent payments, please contact the front office via phone or e-mail
- for all other enquiries, please contact our Office on 03 9710 1255 or st.andrews.ps@education.vic.gov.au

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

Policy Evaluation and Review

Policy evaluation and review will occur in accordance with the table below:

Status	Current
Effective Date	February 2021
Review Date	November 2023
Approval Authority	Principal
Approval Date	22 March 2021
Further Notes	To be presented to School Council for noting