



South Gippsland Specialist School

COMMUNICATION WITH SCHOOL STAFF POLICY

Purpose:

This policy explains how South Gippsland Specialist 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:

South Gippsland Specialist 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 the office on 56624496 or via the Flexibuzz App.
- to report any urgent issues relating to a student on a particular day, please contact the Principal or Assistant Principal on 56624496
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal/Assistant Principal on 56624496. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal on 56624496
- for parent payments, please contact the Business Manager on 56624496
- for all other enquiries, please contact our Office on 56624496.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 24 hours to provide you with a detailed response. We will endeavour to respond to urgent matters within 12 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 the school's three-year review cycle.

This policy was last updated in October 2019 and is scheduled for view in 2021