



THOMAS CHIRNSIDE PRIMARY SCHOOL

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Thomas Chirnside 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

Thomas Chirnside 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 Sentral App or contact the general office on 97410200.
- to report any urgent issues relating to a student on a particular day, please contact general office on 97410200 and ask to speak to an Assistant Principal.
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher or Year Level Coordinator.
- for enquiries regarding camps and excursions, please contact the Year Level Coordinator or the general office on 97410200.
- to make a complaint, please contact the Principal or Assistant Principal on 97410200. Please also refer to our Complaints policy, available on the school website.
- to report a potential hazard or incident on the school site, please contact the general office on 97410200.
- for parent payments, please contact the business manager on 97410200.
- for all other enquiries, please contact our Office on 97410200 or by email at thomas.chirnside.ps@edumail.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

REVIEW CYCLE

This policy was last updated on 4th April 2019 and is scheduled for review in 2022.