

Thomas Chirnside Primary School Communication with School Staff Policy



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school on 97410200 or thomas.chirnside.ps@education.vic.gov.au

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 enter on the Compass Parent App or alternatively contact reception on 97410200
- to report any urgent issues relating to a student on a particular day, please contact reception on 97410200.
- 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 camp coordinator for the year level via the Compass App or by email via thomas.chirnside.ps@education.vic.gov.au
- to make a complaint, please contact the Principal / Assistant Principal on 97410200 or via thomas.chirnside.ps@education.vic.gov.au. Please also refer to our Complaints Policy available on the school website: <http://thomaschirnsideps.vic.edu.au/wp-content/uploads/2019/06/Complaints-Policy.pdf>
- to report a potential hazard or incident on the school site, please contact the Principal / Assistant Principal on 97410200 or via thomas.chirnside.ps@education.vic.gov.au
- for parent payments, please contact reception on 97410200 or via thomas.chirnside.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 97410200

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.



Thomas Chirnside Primary School Communication with School Staff Policy

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the school on 97410200 for more information.

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@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 staff induction processes and staff training
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2023
Consultation	School Council – 23 rd February 2023 Parents/carers – February 2023
Approved by	Principal
Next scheduled review date	2028