

HUMAN RESOURCES

Communications with School Staff Policy

PURPOSE

This policy explains how Springvale Rise Primary School proposes to manage common enquiries from parents, carers, and guardians.

SCOPE

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

POLICY

Springvale Rise 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, a list of key contacts for common enquiries is outline below:

- to report a student absence, parents/carers may:
 - phone the school office on (03)9546 3799 (Heights Campus), or (03)9546 9604 (Springvale Campus)
 - advise their child's classroom teacher of the planned absence in person, over the phone or via email
 - send a note with their child to give their to their classroom teacher
- to report any urgent issues relating to a student on a particular day, please directly contact the relevant school office via phone
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher in person, over the phone or via email
- for enquiries regarding camps, incursions and excursions, please contact your child's classroom teacher or their Sub-School Team Leader
- to make a complaint, please contact your child's classroom teacher. They will then work with their Sub-School Team Leader (Leading Teacher) to resolve the issue. *Please also refer to our *Complaints Policy* for further information
- to report a potential hazard or incident on the school site, please directly contact the relevant school office and request to speak with the Assistant Principal, Ms Carly Jamar (Heights Campus) or Mrs Jodie Pyman (Springvale Campus)
- for parent payments, please contact our Business Manager, Mrs Anita Hutchinson on (03)9546 9604
- for all other enquiries, please contact the relevant school office

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. Please note that 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.

SPRINGVALE RISE PRIMARY SCHOOL



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:

Freedom of Information Manager
Department of Education and Training
GPO Box 4367 MELBOURNE VIC 3001

Telephone: 7022 0856
Email: foi@education.vic.gov.au

FURTHER INFORMATION AND RESOURCES

- School Policy and Advisory Guide: [Complaints- Parents](#)
- Springvale Rise Primary School [website](#), for a full list of school policies.

REVIEW CYCLE

This policy was last updated in June 2021 and is scheduled for review in July 2024 or if guidelines change.