



Clayton North Primary School
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Communication with School Staff Policy

PURPOSE

This policy explains how Clayton North 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

Clayton North 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 contact the school office or report absence through Sentral.
- to report any urgent issues relating to a student on a particular day, please contact front office on 95441522.
- 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 your child's classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principal on 95441522. Please also refer to our Complaints policy, available on our school website.
- to report a potential hazard or incident on the school site, please contact the Principal or school office on 95441522.
- for parent payments, please contact the school office.
- for all other enquiries, please contact our Office on 9544 1522.

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

This Policy was updated in February 2020 and is scheduled for review in February 2022.