



Koondrook Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

At Koondrook Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, fairness and positive relationships where all members are respected and valued. We believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. Central to achieving this is trust and open, effective communication between all members of the school community.

SCOPE

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

POLICY

Koondrook 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 Amanda Bradford (Principal) on 0429 329 183
- to report any **urgent issues** relating to a student on a particular day, please contact Amanda Bradford on 0429 329 183
- to discuss a **student's academic progress, health or wellbeing**, please contact your classroom teacher through email/ class dojo to organise a meeting
- for **enquiries regarding camps and excursions**, please contact Amanda Bradford on 0429 329 183
- to **make a complaint**, please contact the Principal Amanda Bradford on 0429 329 183. Please also refer to our [Complaints policy](#)
- to report a **potential hazard or incident** on the school site, please contact Amanda Bradford on 0429 329 183
- for **parent payments**, please contact Judi Ficken (Office Manager) on 5453 2428 Tuesday or Thursday
- for **all other enquiries**, please contact our Office on 5453 2428

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@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 staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2022
Consultation [delete this section if you did not consult when developing or reviewing this policy]	[while consultation for this policy is not mandatory, you may wish to record any consultation that took place e.g. who you consulted with and on what date/s]
Approved by	Principal Amanda Bradford
Next scheduled review date	July 2026