



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Queenscliff 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

Queenscliff 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 Compass the reason for the absence and the expected duration
- to report any urgent issues relating to a student on a particular day, please contact the front office on 03 5258 1696 or send an email to queenscliff.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the office on 03 5258 1696 or send an email to queenscliff.ps@education.vic.gov.au
- to make a complaint, please contact the Principal/Assistant Principal on 03 5258 1696 or send an email to queenscliff.ps@education.vic.gov.au
Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal on 03 5258 1696 or send an email to queenscliff.ps@education.vic.gov.au
- for parent payments, please contact the front office on 03 5258 1696 or send an email to queenscliff.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 03 5258 1696 or send an email to queenscliff.ps@education.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@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 handbook/manual
- Included in transition and enrolment packs
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	14/11/2022
Approved by	Principal
Next scheduled review date	14/11/2026