COMMUNICATION WITH SCHOOL STAFF POLICY

MARCH 2023-2027

Help for non-English speakers

If you need help to understand the information in this policy please contact Rolling Hills Primary School on 9726 4454.

PURPOSE

This policy explains how Rolling Hills 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

Rolling Hills 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 add their absence to Compass.
- to report any urgent issues relating to a student on a particular day, please contact the Office on 9726 4454 who will pass any urgent messages on to the classroom teacher.
- to discuss a student's academic progress, health or wellbeing, please contact your child's teacher via Compass or the school office to arrange a mutual time to meet.
- for enquiries regarding camps and excursions, please contact your child's teacher via Compass or the school office to arrange a mutual time to meet.
- to express a concern or issue please contact your child's teacher, and then if you feel your concern has not been resolved, please contact the year levels Learning Community Leader. Following this, if your concerns have not been met, please contact the Principal or Assistant Principal on 9726 4454. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Office on 9726 4454.
- for parent payments, please contact the Business Manager on 9726 4454.
- for all other enquiries, please contact our Office on 9726 4454.

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.

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 [insert school contact details] 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 school website
- Included in staff induction processes (USB)
- Included in our staff handbook (USB) / OneDrive
- Hard copy available from school administration upon request
- Reminded in our school newsletter (Term 2)

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2023
Consultation	Assistant Principal April 2023 School Staff April 2023
Approved by	Principal
Next scheduled review date	May 2027