

Communication with School Staff Policy

Purpose

The purpose of this policy is to explain how Mackellar 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 school community.

Policy

Mackellar 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 absence line at our front office of Mackellar Primary School on 93640200 (then dial '1')
- to report any urgent issues relating to a student on a particular day, please contact our front office, on 93640200
- to discuss a student's academic progress, health, or wellbeing, please contact your classroom teacher via XUNO (messages) or the front office number 93640200
- for enquiries regarding camps and excursions, please contact the front office at Mackellar Primary School on 93640200
- to make a complaint, please contact the Principal and/ or Assistant Principal via the front office at Mackellar Primary School or the school's email address mackellar.ps@education.vic.gov.au Please also refer to our Complaints policy, available on the school's website
- to report a potential hazard or incident on the school site, please contact our Assistant Principal, Anthony Michielin on 93640200 or email address mackellar.ps@education.vic.gov.au
- for parent payments, please contact our front office on 93640200
- for all other enquiries, please contact our front office on 93640200.

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 our office 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 our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request.

Review Cycle and Evaluation

This policy was last updated in November 2021 and is scheduled for review in November 2022.

