

# COMMUNICATION WITH STAFF

## PURPOSE

This policy explains how Kerrimuir 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

Kerrimuir 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 office on 9898 1494, or use Compass to report a student absence
- to report any urgent issues relating to a student on a particular day, please Front Office on 9898 1494
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher. You may email through Compass, phone the front office, or contact your teacher personally at school.
- for enquiries regarding camps and excursions, please contact your classroom teacher.
- to make a complaint, please contact the Principal on 9898 1494 Please also refer to our Complaints policy on the school website ([www.kerrimuirps.vic.edu.au](http://www.kerrimuirps.vic.edu.au))
- to report a potential hazard or incident on the school site, please contact [the Front Office on 9898 1494
- for parent payments, please contact Liz or Sally on 9898 1494 or use the Compass portal
- for all other enquiries, please contact our Office on 9898 1494

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](mailto:foi@edumail.vic.gov.au)

## **REVIEW CYCLE**

This policy was last updated on February 2022 and is scheduled for view in 2025.