



Grey Street
Primary School Traralgon

Grey Street Primary School Policy

Communication with School Staff

School Council Consultation:

August 2020

Next Review:

August 2023

Our purpose is to empower resilient learners to think critically, actively problem solve, be respectful and positively contribute to their world.

At Grey Street that means that we are all active and resilient learners, who learn in different ways. We challenge and support each other with our learning through setting goals, working persistently, problem solving, using feedback and reflecting on our progress. We value a culture of collaboration and mutual support that is focused on achieving success for all staff, students and members of the school community.

At Grey Street Primary School we are committed to maintaining a safe and inclusive environment for everyone, everywhere, all of the time.

Purpose

This policy explains how Grey Street 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

Grey Street 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 register the absence on Compass or contact our office administration team on 03 5174 2055
- to report any urgent issues relating to a student on a particular day, please contact your classroom teacher or our office administration team on 03 5174 2055
- to discuss a student's academic progress, health or wellbeing, please contact/email your classroom teacher via Compass.
- for enquiries regarding camps and excursions, please contact our office administration team on 03 5174 2055
- to make a complaint, please contact the Principal or Assistant Principal on 03 5174 2055. Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact the Principal as the Workplace Manager on 03 5174 2055
- for parent payments, please contact our office administration team on 03 5174 2055
- for all other enquiries, please contact our Office on 03 5174 2055.



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School staff will do their 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

Review Cycle

This policy was last updated on August 2020 and is scheduled for review in August 2023.