



COMMUNICATION WITH SCHOOL STAFF POLICY

Parents and carers whose children attend Hallam Primary School will, from time to time, need to make enquiries in relation to their child. Hallam Primary School will strive to ensure that enquiries are managed respectfully and efficiently, and in line with Hallam Primary School and DET policies.

PURPOSE

This policy explains how Hallam Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in the Hallam Primary School community.

POLICY

Hallam 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 your child's Class Teacher or the school's Administration Office on 9703 1536 between 8:00am and 4:30pm on weekdays.
- to report any urgent issues relating to a student on a particular day, please contact the Administration Office on 9703 1536 between 8:00am and 4:30pm on weekdays.
- for parent payments, please contact the Principal, Assistant Principal or Business Manager on 9703 1536 between 8:00am and 4:30pm on weekdays.
- to discuss a student's academic progress, health or wellbeing, please contact your child's Class Teacher, Team Leader, Assistant Principal or the Principal between 8:00am and 4:30pm on weekdays.
- For enquiries regarding camps and excursions, please check the school's website <https://hallam-ps.vic.edu.au/> or contact your child's Class Teacher on 9703 1536 between 8:00am and 4:30pm on weekdays.
- to report a potential hazard or incident on the school site, please contact the Principal on 9703 1536 between 8:00am and 4:30pm on weekdays or the Emergency Services on 000 / Endeavour Hills Police 9709 7666 after hours.
- to make a complaint, please contact the Principal/Assistant Principal on 9703 1536 between 8:00am and 4:30pm on weekdays. Please also refer to our Complaints policy, available: <https://hallam-ps.vic.edu.au/>
- for all other enquiries, please contact our Office on 9703 1536 between 8:00am and 4:30pm on weekdays.

School staff will do their best to respond to general queries as soon as possible and ask that you allow us 24-48 hours 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. Copies of lost school reports may incur a printing charge.

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

Hallam Primary School

<https://hallam-ps.vic.edu.au/about-us/#policies>

REVIEW PERIOD

This policy was updated in 2019 and is scheduled for review in 2023.

Approved By	Hallam Primary School Council
Approval Date	20.06.2019
Reviewed	2019
Responsible for Review	Principal
Next Review	2023

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