**COMMUNICATION WITH SCHOOL   
STAFF POLICY**

## **Purpose**

This policy explains how Hazelwood North 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**

Hazelwood North 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 5166 1267. Absences can also be reported via SkoolBag App.
* to report any urgent issues relating to a student on a particular day, please contact the office on 5166 1267 and this will be passed on to the student’s teacher
* to discuss a student’s academic progress, health or wellbeing, please contact your child’s classroom teacher
* for enquiries regarding camps and excursions, please contact the office on 5166 1267
* to make a complaint please also refer to our *Complaints policy*, available: [www.haznthps.vic.edu.au](http://www.haznthps.vic.edu.au)
* to report a potential hazard or incident on the school site, please contact the office on 5166 1267 or emailing [hazelwood.north.ps@edumail.vic.gov.au](mailto:hazelwood.north.ps@edumail.vic.gov.au)
* for parent payments, please contact the Business Manager on 5166 1267 or emailing [hazelwood.north.ps@edumail.vic.gov.au](mailto:hazelwood.north.ps@edumail.vic.gov.au)
* for all other enquiries, please contact our Office on 5166 1267 or email [hazelwood.north.ps@edumail.vic.gov.au](mailto:hazelwood.north.ps@edumail.vic.gov.au)

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 27/04/20 and is scheduled for view in April 2024.