



Heidelberg Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Heidelberg 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

Heidelberg 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, log on to your Compass portal. A link to your portal can be found under the Parent Info tab on our website: www.heidelbergps.vic.edu.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9457 2259
- to discuss a student's academic progress, health or wellbeing, please contact your child's class teacher to make an appointment at a mutually convenient time.
- for enquiries regarding camps and excursions, please contact the school office on 9457 2259 who will direct you to the correct person
- to make a formal complaint, please contact the Principal on 9457 2259. Please also refer to our Complaints policy, available on our website <http://heidelbergps.vic.edu.au/policies>
- to report a potential hazard or incident on the school site, please contact the Assistant Principal on 9457 2259
- for parent payments, please contact the school office on 9457 2259
- for all other enquiries, please contact our Office on 9457 2259 or heidelberg.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 1 working day where possible.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, for example NAPLAN results. Generally, only one copy of this information is provided to the person first named on the student's enrolment form. A second copy of this information is available by applying to the school principal in writing.

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 in September 2019 and is scheduled for review in September 2022.