

## COMMUNICATION WITH SCHOOL STAFF POLICY

*The Currajong School takes a zero-tolerance approach to child abuse and is fully committed to ensuring that its strategies, policies, procedures, and practices meet all **Child Safe Standards as specified in Ministerial Order No. 1359 (2022)***

### PURPOSE

This policy explains how The Currajong School proposes to manage common enquiries from parents and carers of the School.

### SCOPE

This policy applies to school staff, and all parents and carers in our community.

### POLICY

The Currajong 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, the parent/carer should contact administration on the school phone number, email [reception@currajong.vic.edu.au](mailto:reception@currajong.vic.edu.au) ;
- to report any urgent issues relating to a student on a particular day, please contact school administration by phoning the school.
- contact with classroom teachers is to be between school business hours, we ask our community to be mindful of contacting staff outside of business hours to ensure staff maintain a work/life balance. Contact with staff beyond 4:30pm on any business may not elicit a response until the next business day.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher for first point of contact, or the Assistant Principal or Principal.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher;
- to make a complaint, please contact the Principal on the school email [admin@currajong.vic.edu.au](mailto:admin@currajong.vic.edu.au), on the school phone number or arrange an appointment through the administration team. Please also refer to our Community Grievances Policy;
- to report a potential hazard or incident on the school site, please contact a member of leadership or the administration team on the school phone number/email;
- for parent/carer payments, please contact the administration team on the school phone number/email; or
- for all other enquiries, please contact our Office on the school number/email.

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.

### **Requests for Information**

Parents/carers are generally entitled to information ordinarily provided to parents/carers, including school reports and newsletters.

Parents/carers seeking information that is not ordinarily provided to parents/carers 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. These requests should be made to the Principal.

### **EVALUATION**

This policy will be reviewed as per our three-year review cycle or more often if necessary due to changes in regulations or circumstances.

Approval date:	Approved by:	Next review:
July 2024	Principal	July 2027



The Currajong School acknowledges the traditional owners of this country throughout Australia and their continuing connection to land and community. We pay our respects to them and their cultures and to the Elders past, present and emerging.