



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Footscray City 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


Footscray City 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 enter via Compass or contact the Office on 9687-2826
- to report any urgent issues relating to a student on a particular day, please contact Office on 9687 2826
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher to arrange a suitable time to meet.
- for enquiries regarding incursions, camps and excursions, please contact your classroom teacher.
- to make a complaint, please contact the Principal, Jessie Hand on Jessie.Hand@education.vic.gov.au or to the Assistant Principals;
 - Christine Purcell (Foundation to Grade 2) Christine.Purcell@education.vic.gov.au or Grace Speight (Grades 3-6) Grace.Speight@education.vic.gov.au
 - Please also refer to our Complaints Policy, available: http://www.fcps.vic.edu.au/uploads/1/0/5/8/10581058/complaints_policy.pdf
- to report a potential hazard or incident on the school site, please contact the Assistant Principal, Christine Purcell on Christine.Purcell@education.vic.gov.au or alternatively contact the school office on (03) 9687 2826 if it is an urgent matter.
- for parent payments, please contact Jo Diaco on (03) 9687 2826 or Jo.Diaco@education.vic.gov.au
- for all other enquiries, please contact our school office on (03) 9687 2826.

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.



REVIEW CYCLE

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|------------------------------------------|-----------------------------------------------------------------------------------|
| Date Implemented | 19 August, 2020 |
| Author | Jessie Hand |
| Approved By | Principal |
| Approval Authority (Signature & Date) |  |
| Responsible for Review | Principal |
| Review Date | August, 2024 |
| References | |