

## PURPOSE

This policy explains how Boneo 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

Boneo 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 on Compass or contact the office on 5988 6253
- report any urgent issues relating to a student on a particular day, please contact the office on 5988 6253
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal, Mandy Whitworth or Assistant Principal, Marija Pandza on 5988 6253. Please also refer to our *Complaints Policy*, available on the school website
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal
- for parent payments, please contact the office
- for all other enquiries, please contact the office on 5988 6253.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 to 3 days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

### Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the Principal for more information.

### 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@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## **COMMUNICATION**

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Hard copy available from school administration upon request

## **RELATED POLICIES AND RESOURCES**

- Complaints Policy (available on school website)

## **ENDORSEMENT**

This policy was ratified by School Council on 17<sup>th</sup> August 2021.

## **REVIEW PERIOD**

This policy is scheduled for review August 2024.