

COMMUNICATION WITH SCHOOL STAFF POLICY

YARRA PRIMARY



Help for non-English speakers

If you need help to understand the information in this policy please contact Administration 03 94283286.

PURPOSE

This policy explains how Yarra 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

Yarra 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 complete an absence notification on the COMPASS student management system
- to report any urgent issues relating to a student on a particular day, please contact the office on (03) 9428 3286
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- to make a complaint, please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please the Assistant Principal on (03) 9428 3286
- for parent payments, please contact our office manager on (03) 9428 3286 or Leanne.Kennedy@education.vic.gov.au
- for all other enquiries, please contact our Office on (03) 9428 3286 or yarra.ps@education.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.

Date of Preparation: June 2021

Date Endorsed by School Council: Not required/presented

Date of Next Review: June 2024

COMMUNICATION WITH STAFF POLICY

COMMUNICATION

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

- Available publicly on our school's website
- Discussed at Staff Meetings as required
- Hard copy available from school administration upon request

REVIEW CYCLE

This policy will be reviewed as part of the school's review cycle, or if DET guidelines change.

Date of Preparation: June 2021

Date Endorsed by School Council: Not required/presented

Date of Next Review: June 2024