



Communication with School Staff Policy

OHS003

Purpose

This policy explains how Somerville Rise 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

Somerville Rise 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 submit absence request on Compass or contact the office on 5977 8500
- to report any urgent issues relating to a student on a particular day, please contact front office on 5977 8500
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the office on 5977 8500
- to make a complaint, please contact the Principal on matthew.jackson@education.vic.gov.au Please also refer to the [WEL008 Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact Elizabeth Bodley on 5977 8500 or elizabeth.bodley@education.vic.gov.au
- for parent payments, please contact the office on 5977 8500 or somerville.rise.ps@education.vic.gov.au
- for all other enquiries, please contact our office on 5977 8500 or somerville.rise.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.

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 [insert school contact details] for more information.

School		Policy Name		Policy Number	
Somerville Rise PS		Communication with School Staff		OHS003	
Consulted with	Ratified and Approved	Review Date	Version	Page	
Principal	Term 3, 2023	Term 3, 2027	1.0	Page 1 of 2	



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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

Communication

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

- Available publicly on our school's website (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

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