

## Pakenham Hills PS Communication With School Staff

### **PURPOSE**

This policy explains how Pakenham Hills PS 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**

Pakenham Hills PS 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 do this on the Xuno app
- to report any urgent issues relating to a student on a particular day, please contact the Office on 5941-4436
- to discuss a student's academic progress, health or wellbeing, please contact the Office to arrange a meeting with the classroom teacher on 5941-4436
- for enquiries regarding camps and excursions, please contact the Office on 5941-4436
- to make a complaint, please contact the Principal/Assistant Principal on 5941-4436. 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 Office on 5941-4436
- for parent payments, please contact the Business Manager on 5941-4436
- for all other enquiries, please contact the Office on 5941-4436.

School staff will do their best to respond to general queries as soon as possible. We will endeavour to respond to all 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 5941-4436 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 website
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Hard copy available from school administration upon request

## EVALUATION

Pakenham Hills Primary School is committed to ensuring this policy is publicised and implemented, and will monitor and review its effectiveness.

This policy will be reviewed as part of the school's multi-year review cycle.

**This policy does not require School Council Approval.**

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**Dale Hendrick**  
**Principal**

Version	Date	Modification	Modified By
1	July 2022	Developed using DET exemplar	Dale Hendrick