



Metung Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Metung 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

Metung 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 contact the school office on 5156 2259 or use our student absence form on the school's website at <http://www.metungps.vic.edu.au/index.php/forms-publications/online-absence-form>
- to report any urgent issues relating to a student on a particular day, please contact the office on 5156 2259
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the school office on 5156 2259
- to make a complaint, please contact the Principal on 5156 2259. Please also refer to our Complaints policy, available on Metung Primary School's website
- to report a potential hazard or incident on the school site, please contact the principal on 5156 2259
- for parent payments, please contact the business manager on 5156 2259
- for all other enquiries, please contact our office on 5156 2259
- to promote effective communication, the school publishes many of its policies and procedures on the school's website (<http://www.metungps.vic.edu.au>) and also communicates this information to parents, when required, through the use of the school newsletter and/or emails. Information published on the Metung Primary School website includes:
 - The school's Statement of Values and School Philosophy
 - Policies that relate to the care, safety and welfare of students at the school
 - The Annual Report to the community
 - eSmart
 - Bushfire information
 - Discipline related policies

School staff will do their best to respond to general queries as soon as possible and ask that you allow us up to 24 hours to provide you with a detailed response. We will endeavour to respond to urgent matters as soon as is reasonably practicable.



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Requests for information

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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated in **2018** and is scheduled for review in **2022**.