

Brunswick East Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Brunswick East 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

Brunswick East 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, go to this link: <https://www.beps.vic.edu.au/absent/>
- to report any urgent issues relating to a student on a particular day, please contact the office on 9387 3361
- to discuss a student's academic progress, health or wellbeing, please contact your child's Learning Community team on the team email address
- for enquiries regarding camps and excursions, please contact your child's Learning Community team on the team email address
- to make a complaint, please contact the Principal/Assistant Principal on 9387 3361. Please also refer to our Complaints policy, available: <https://www.beps.vic.edu.au/policies/>
- to report a potential hazard or incident on the school site, please contact the front office on 9387 3361
- for parent payments, please contact the Office Manager on 9387 3361
- for all other enquiries, please contact our Office on 9387 3361 or Brunswick.east.ps@edumail.vic.gov.au

School staff will do their best to respond to general queries as soon as possible and we 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.

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@edumail.vic.gov.au

REVIEW CYCLE

Drafted by	Brunswick East Primary School	Version Final
Principal signature		Scheduled review date March 2023