



# KIEWA VALLEY PRIMARY SCHOOL

## COMMUNICATION WITH STAFF POLICY

### PURPOSE

This policy explains how Kiewa Valley 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

Kiewa Valley 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 Front Office Staff on 0260273275 or via COMPASS
- to report any urgent issues relating to a student on a particular day, please contact Front Office on 0260273275
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact classroom teacher on email via COMPASS or on 0260273275
- to make a complaint, please contact the Principal on 0260273275. Please also refer to our Complaints policy, available on the website or you may request a copy from the Front Office.
- to report a potential hazard or incident on the school site, please contact Principal on 0260273275
- for parent payments, please contact Front Office on 0260273275 or via email at [kiewavalleyyps@education.vic.gov.au](mailto:kiewavalleyyps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 0260273275

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 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](mailto:foi@edumail.vic.gov.au)

#### **REVIEW CYCLE**

This policy was last updated on Feb 2021 and is scheduled for view in 2023.