



## Communication with School Staff Policy

### **Purpose**

This policy explains how Apollo Parkways 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**

Apollo Parkways 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 complete an absence form via Compass.
- to report any urgent issues relating to a student on a particular day, please contact your child's classroom teacher on 9433 1300.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher on 9433 1300 or via Compass email.
- for enquiries regarding camps and excursions, please contact your child's cohort team leader on 9433 1300 or via Compass email.
- to make a complaint, please contact the Principal or Assistant Principal on 9433 1300 or via Compass email. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Principal on 9433 1300 or via Compass email.
- for parent payments, please contact the school's Business Manager on 9433 1300 or via Compass email.
- for all other enquiries, please contact our Office on 9433 1300 or [apollo.parkways.ps@education.vic.gov.au](mailto:apollo.parkways.ps@education.vic.gov.au).

School staff will do their best to respond to general queries as soon as possible and ask that you allow one working day to provide you with a detailed response. School staff will endeavour to respond to urgent matters as soon as 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 September 2020 and is scheduled for review in September 2024.