



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Hastings 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

Hastings 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 office on (03) 59791517 or hastings.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the office on (03) 59791517 or hastings.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the office on (03) 59791517 or hastings.ps@education.vic.gov.au
- to make a complaint, please contact the Principal/Assistant Principal on (03) 59791517 or hastings.ps@education.vic.gov.au. Please also refer to our Complaints policy, available on our website, <https://hastingsprimary.vic.edu.au/>
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal on (03) 59791517 or hastings.ps@education.vic.gov.au
- for parent payments, please contact the office on (03) 59791517 or hastings.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on the office on (03) 59791517 or hastings.ps@education.vic.gov.au

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

REVIEW CYCLE

This policy was last updated on 04/2019 and is scheduled for view in 04/2023.