



Stanhope Primary School

Learning • Success • Respect • Citizenship



Principal: Christine Owen

Phone: 03 5857 2514

Mobile: 0419 548 318

Email: Stanhope@education.vic.gov.au

48 Midland Highway

PO Box 19

Stanhope, Victoria 3623

<http://stanhopeps.vic.edu.au>

Communication With School Staff Policy

PURPOSE

This policy explains how Stanhope 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

Stanhope 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 our school office Business Manager, Mica Rosenberg on 5857 2514
- to report any urgent issues relating to a student on a particular day, please also contact our school office Business Manager, Mica Rosenberg on 5857 2514 or leave a message. Alternatively, if you have the Class Dojo app, messages can be sent via the app.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher to arrange a mutually convenient time. This can be done via Class Dojo or face to face.
- for enquiries regarding camps and excursions, please contact either our school office Business Manager, Mica Rosenberg or the Principal, Christine Owen on 5857 2514 or 0419 548 318
- to make a complaint, please contact the Principal on 5857 2514 or via the school email; stanhope.ps@education.vic.gov.au Please also refer to our Complaints policy:
 - <http://stanhopeps.vic.edu.au/wp-content/uploads/2021/04/Complaints-2021.pdf>

- to report a potential hazard or incident on the school site, please contact our school office Business Manager, Mica Rosenberg on 5857 2514; 0419 548 318 or via the school email; stanhope.ps@edumail.vic.gov.au
- for payment of parent contributions, please contact our school office Business Manager, Mica Rosenberg on 5857 2514 OR 0419 548 318
- for all other enquiries, please contact our Office on 5857 2514. Since our office is generally only attended two days per week, please leave a message.

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 in some cases, 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

POLICY

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Hard copy available from school administration upon request

POLICY REVIEW

This policy was last updated on 28th April 2022 and is scheduled for review in April 2025.