



COMMUNICATION WITH SCHOOL STAFF POLICY

Mitcham Primary School

PURPOSE

This policy explains how Mitcham 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

Mitcham 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 enter the absence on Compass or contact the school office on 9873 1551.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9873 1551
- to discuss a student's academic progress, health or wellbeing, please initially contact your classroom teacher via the school office, through Compass or a note in the student diary.
- for enquiries regarding camps and excursions, please contact the designated coordinator via the school office or through Compass.
- to make a complaint, please contact the Principal or Assistant Principal on 9873 1551. Please also refer to our Complaints policy, available on our school website.
- to report a potential hazard or incident on the school site, please contact the school office on 9873 1551.
- for parent payments, please contact the school office on 9873 1551.
- for all other enquiries, please contact our Office on 9873 1551.

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. Contact made after hours will be classed as the next working day. We will endeavour to respond to urgent

matters within 24 hours where possible and recommend that contact is made for this through the school office. Our primary modes of contact are through the office via phone or school email address or via Compass.

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

Policy last reviewed	June 2025
Approved by	Principal
Next scheduled review date	June 2028