



# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Armstrong Creek 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

Armstrong Creek 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 front office on 03 5218 5100 or preferably enter the absence via Compass.
- to report any urgent issues relating to a student on a particular day, please contact front office on 03 5218 5100
- to discuss a student's academic progress, health or wellbeing, please contact your child's Home Group teacher via Compass.
- for enquiries regarding camps and excursions, please contact your child's Home Group teacher via Compass.
- to make a complaint, please contact the Leading Teacher on 03 5218 5100 or per email: [Armstrong.creek.school@edumail.vic.gov.au](mailto:Armstrong.creek.school@edumail.vic.gov.au)  
Please also refer to our Complaints policy which is available on the schools' website.
- to report a potential hazard or incident on the school site, please contact the front office on 03 5218 5100
- for parent payments, please contact our Business manager, Kylie Roskosch on 03 5218 5100.
- for all other enquiries, please contact our Office on 03 5218 5100.

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 15 October 2020 and is scheduled for review in October 2023.