

ROLLINS PRIMARY SCHOOL

Rollins Campus
Wolseley Grove
BELL POST HILL. 3215
Tel: 5278 3022
Fax: 5272 1917
Principal: Jenny Hassett



Batesford Campus
Old Ballarat Road
BATESFORD. 3221
Tel: 5276 1290
Fax: 5276 1204
Assistant Prin: Tim Callaghan

Email: rollins.ps@edumail.vic.gov.au

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Rollins 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

Rollins 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 class teacher through Dojo, record on Compass manually or call the office on [5278 3022
- to report any urgent issues relating to a student on a particular day, please call the office on 5278 3022.
- to discuss a student's academic progress, health or wellbeing, please contact class teacher through Dojo between the hours of 8:30am and 4pm. If you comment after 4pm please don't expect a reply until the next day.
- to make a complaint, please contact the Principal/Assistant Principal on 5278 3022. Please also refer to our Complaints policy, available: [U:\Policies\Rollins Policies\Policies\Complaints Policy - Policy Template - February 2018 \(1\).pdf](U:\Policies\Rollins Policies\Policies\Complaints Policy - Policy Template - February 2018 (1).pdf)
- to report a potential hazard or incident on the school site, please contact the office on 5278 3022.
- for parent payments, please contact the office on 5278 3022.
- for all other enquiries, please contact the office on 5278 3022.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1-2 working days 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

REVIEW CYCLE

This policy was last updated on 4/6/20 and is scheduled for review in June, 2024