

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@education.vic.gov.au

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the school office.

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 Class Dojo, record on Compass manually or call the Office on 52783022
- to report any urgent issues relating to a student on a particular day, please call the Office on 52783022
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher between 8.30am and 4pm on Class Dojo. If you message outside of these hours, please don't expect a reply until the next working day
- for enquiries regarding camps and excursions, please contact the class teacher on Class Dojo
- to make a complaint, please contact the Principal/Assistant Principal on 52783022. Please also refer to our Complaints policy, available at <https://rollinsps.vic.edu.au/policies/>
- to report a potential hazard or incident on the school site, please contact the Office on 52783022
- for parent payments and all other enquiries, please contact the Office on 52783022

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.

Interpreting Services

- We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the Office on 52783022 for more information.

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@education.vic.gov.au

Communication:

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

- Available publicly on our school's website www.rollinsps.vic.edu.au
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Policy Review and Approval:

Policy last reviewed	June 2024
Approved by	Principal
Next scheduled review date	June 2027