

TARNEIT RISE PRIMARY SCHOOL

COMMUNICATION WITH STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the school office on 7002 6580.

PURPOSE

This policy explains how Tarneit Rise 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

Tarneit Rise 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 school office on 7002 6580 and press option '2', or mark your child's absence directly through the Compass Portal
- to report any urgent issues relating to a student on a particular day, please contact the school office on 7002 6580
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher through the PLC email address, or by calling the school office on 7002 6580 and requesting an appointment
- for enquiries regarding excursions, please look at Compass
- to make a complaint, please contact the Principal through the school email address tarneit.rise.ps@education.vic.gov.au or the school office on 7002 6580. Please also refer to our Complaints policy on our school website
- to report a potential hazard or incident on the school site, parent payments, and for all other enquiries, please contact the school office on 7002 6580

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.

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 school office on 7002 6580 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
- Included in staff induction processes and staff training

POLICY REVIEW AND APPROVAL

Created date	September 2017
Policy Number	114
Version Number	4
Endorsed by	Acting Principal
Endorsed on	September 2023
Next review date	2027

AREA	FOR WHOM INTENDED	TRAINING / INFORMATION REQUIRED	WHEN / HOW	BY WHOM
School Policies	<ul style="list-style-type: none"> · Bullying & Harassment · Child Safe · Homework · Information Privacy · Parent Payments · Photographing & Filming Children · Mobile Phones, Use by Children · Smoking Ban · Student Engagement · Uniform/Dress Code <p>Also accessible on the website</p> <p>Parents upon request - all or a single policy</p> <p>Staff – accessible through the school server</p>	No	Copies of policies to parents on enrolment	Principal / Assistant Principal
		PD for new staff members	As part of the induction process	Leadership Team
Anaphylaxis Management	Staff	Yes	Once per semester	Staff member with up-to-date training
	Parents	Yes, if a student at risk enrolls	New staff as part of the induction process Copy of policy to parents Newsletter item advising all parents	Principal / Assistant Principal ES Staff
Asthma Management	Staff	Yes	The free one-hour Asthma Education session at least every three years	Asthma Foundation
			New staff as part of the induction process	Induction Coordinator
Sun & UV Protection	Parents Staff Students	Yes	Newsletter articles end of Term 3, beginning of Terms 4 & 1	ES Staff
First Aid	Staff	Yes	General principles as applicable to this school – early Term 1 and new	First Aid Coordinator

			<p>staff as part of the induction process</p> <p>CPR every two years</p> <p>Level 1 First Aid training</p>	<p>Provider e.g. St John's Ambulance</p>
Medication	<p>Parents</p> <p>Staff</p>	Yes	<p>Newsletter articles beginning each semester</p> <p>New staff as part of the induction process</p>	<p>ES Staff</p> <p>Induction Coordinator</p>

Mandatory Reporting (Child Protection)	Staff	Yes	Annually New staff as part of the induction process	Member of the Leadership Team Induction Coordinator
Child Safe Policy	Parents Staff	Yes	Copy to parents on enrolment Annually New staff as part of the induction process	Principal Assistant Principal Member of the Leadership Team Induction Coordinator
Complaints, Parents	Parents	Yes	Newsletter articles beginning each semester	ES Staff
Emergency Management Plan	Staff Parents	Yes Yes	Practice emergency procedures once per term Newsletter articles after each drill	Emergency Management Coordinator ES Staff
Information Privacy Policy	Parents Staff	No Yes	Copy of policy on enrolment Annual briefing New staff as part of the induction process	Principal / Assistant Principal Member of the Leadership Team Induction Coordinator
Medical Emergencies	Staff	Yes	Annual briefing New staff as part of the induction process	Member of the Leadership Team Induction Coordinator
Photographing & Filming Children	Parents	Yes	Copy of policy on enrolment Reminder newsletter articles beginning each semester and before school photos are taken	Principal / Assistant Principal ES Staff
Yard Duty / Supervision	Parents	Yes – please do not discuss students issues with staff on yard duty	Newsletter articles beginning each semester	ES Staff

	Staff	Yes	New staff as part of the induction process	Induction Coordinator
Gifts, Benefits & Hospitality Policy	Staff	Yes	New staff as part of the induction process	Induction Coordinator
	School Council	Yes	Annually	Principal
Vision, Mission & Values, School Philosophy, etc.	Staff	Yes	New staff as part of the induction process	Induction Coordinator
	Parents	Yes	Displayed strategically throughout the school and discussed if required with prospective parents	Principal / Assistant Principal
Risk Management	Staff	Yes	New staff as part of the induction process	Induction Coordinator
Dangerous Goods / Hazardous Substances	Staff	Yes – what chemicals may or may not be brought into the school	New staff as part of the induction process	Induction Coordinator
Health Care Policy	Parents	No	When a student with a specific medical need presents for enrolment	Principal / Assistant Principal
Mobile Phones, Use by Children	Parents	Yes	Copy of policy available on the website	Principal / Assistant Principal
	Students		Reminder newsletter articles beginning each semester	ES Staff
	Staff		Class teachers to brief students as part of the yearly commencement procedures New staff as part of the induction process	Class Teachers Induction Coordinator
Homework	Parents	Yes	Copy of policy on enrolment	Principal / Assistant Principal
	Students			

	Staff		Information about work requirements as applicable	ES Staff
Duty of Care	Staff	Yes	Annual briefing with a copy of this policy provided and placed on the intranet New staff as part of the induction process	Member of the Leadership Team Induction Coordinator
Parent Payments	Parents	Yes	Policy and information re school payments for the following year at least six weeks before the end of the school year	School Council Principal
Bullying & Harassment	Parents	Yes	Copy of policy on enrolment Annual briefing	Principal / Assistant Principal
	Staff	Yes	New staff as part of the induction process	Member of the Leadership Team Induction Coordinator
Student Engagement, Wellbeing and Inclusion	Parents	Yes	Copy of policy on enrolment	Principal / Assistant Principal
	Staff	Yes	Annual briefing and induction	Member of the Leadership Team Induction Coordinator
Smoking Ban	Parents	Yes	Copy of policy on enrolment Annual briefing	Principal / Assistant Principal
	Staff	Yes	New staff as part of the induction process	Member of the Leadership Team Induction Coordinator
Uniform/Dress Code	Parents	Yes	Copy of policy on enrolment	Principal / Assistant Principal
Staff Leave	Staff	Yes	New staff as part of the induction process	Induction Coordinator