



# LOWER PLENTY PRIMARY SCHOOL

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## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Lower Plenty 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

Lower Plenty 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 details via Compass or contact the office on 9435 2585/[lower.plenty.ps@education.vic.gov.au](mailto:lower.plenty.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact office on 9435 2585.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the office on 9435 2585.
- to make a complaint, please contact the Principal on 94352585 [dean.simpson@education.vic.gov.au](mailto:dean.simpson@education.vic.gov.au). Please also refer to Complaints Policy.
- to report a potential hazard or incident on the school site, please contact the office on 9435 2585 or [lower.plenty.ps@education.vic.gov.au](mailto:lower.plenty.ps@education.vic.gov.au).
- for parent payments, please contact Tracey East on 9435 2585 or [lower.plenty.ps@education.vic.gov.au](mailto:lower.plenty.ps@education.vic.gov.au).
- for all other enquiries, please contact our Office on 9435 2585 or [lower.plenty.ps@education.vic.gov.au](mailto:lower.plenty.ps@education.vic.gov.au).

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 11 September 2020 and is scheduled for view in September 2023.