



93 Macs Street  
PO Box 110  
Creswick Vic. 3363  
Ph (03) 5345 2012  
[creswick.north.ps@edumail.vic.gov.au](mailto:creswick.north.ps@edumail.vic.gov.au)

# CRESWICK NORTH PRIMARY SCHOOL

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Creswick North 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

Creswick North 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 Principal – Matthew Reyntjes on 5345 2012 or 0438 925 519 or email [matthew.reyntjes@education.vic.gov.au](mailto:matthew.reyntjes@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact front office or the Principal on 5345 2012.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the organizing teacher on 5345 2012 Or [creswick.north.ps@education.vic.gov.au](mailto:creswick.north.ps@education.vic.gov.au)
- to make a complaint, please contact the Principal on 5345 2012 or [creswick.north.ps@education.vic.gov.au](mailto:creswick.north.ps@education.vic.gov.au) . Please also refer to our Complaints policy available on our school website.
- to report a potential hazard or incident on the school site, please contact the Principal on 5345 2012 or [creswick.north.ps@education.vic.gov.au](mailto:creswick.north.ps@education.vic.gov.au)
- for parent payments, please contact the office on school phone or email.
- for all other enquiries, please contact our Office on 5345 2012 or [creswick.north.ps@education.vic.gov.au](mailto:creswick.north.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 to 3 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](mailto:foi@edumail.vic.gov.au)

## **REVIEW CYCLE**

This policy was last updated on 15<sup>th</sup> June 2021 and is scheduled for view in 2024.