



## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Brookside P-9 College 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

Brookside P-9 College 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 Attendance Officer on 7379 1555
- to report any urgent issues relating to a student on a particular day, please contact administration on 7379 1555
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher/ Homegroup teacher/Year Level Coordinator by email via Compass
- for enquiries regarding camps and excursions, please contact classroom teacher/ Homegroup teacher/Year Level Coordinator by email via Compass
- to make a complaint, please contact Administration
- to report a potential hazard or incident on the school site, please contact Administration
- for parent payments, please contact administration on 7379 1555
- for all other enquiries, please contact administration on 7379 1555

### REVIEW CYCLE

This policy was approved by School Council on August 2020 and is scheduled to be reviewed August 2023.