



Bundarra Primary School

Principal: Mrs Tara Hulonce
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Communication Policy

PURPOSE

This policy explains how Bundarra Primary School proposes to manage common enquiries from parents and carers. This policy applies to school staff, and all parents and carers in our community.

POLICY

Bundarra 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 student absence, please contact Bundarra.ps@edumail.vic.gov.au or 03 55 234122.
- to report any urgent issues relating to a student on a particular day, please contact administration on Bundarra.ps@edumail.vic.gov.au or 03 55 234122.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher on 03 55 234122.
- enquiries regarding camps and excursions, 03 55 234122 or bundarra.ps@edumail.vic.gov.au.
- to make a complaint, please contact the Principal, Tara Hulonce on 03 55 234122 or bundarra.ps@edumail.vic.gov.au. Please also refer to our Complaints policy, available on school website or via email.
- to report a potential hazard or incident on the school site, please contact the Principal, Tara Hulonce on 03 55 234122 or bundarra.ps@edumail.vic.gov.au.
- parent payment enquiries, please contact Finance officer, Emma Carr on 03 55 234122 or bundarra.ps@edumail.vic.gov.au.
- for all other enquiries, please contact us on 03 55 234122 or bundarra.ps@edumail.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.

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

REVIEW CYCLE

This policy was last updated on 20/8/2019 and is scheduled for review in 2020.