



FERNTREE GULLY NORTH PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Ferntree Gully 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

Ferntree Gully 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 enter or on Compass or contact the office on 9758-1662
- to report any urgent issues relating to a student on a particular day, please contact classroom teacher or the front office on 9758 - 1662
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher, team leader, Assistant Principal or Principal
- for enquiries regarding camps and excursions, please contact your classroom teacher or the front office 9758 1662
- to make a complaint, please contact the Principal/Assistant Principal on 9758 – 1662 Please also refer to our Complaints policy, available on our website or the DET website.
- to report a potential hazard or incident on the school site, please contact the front office on 9758-1662
- for parent payments, please contact the front office
- for all other enquiries, please contact our Office on 9758-1662 or email ferntree.gully.north.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

COMMUNICATION

This policy will be communicated to our school community in the following way:

- Available publicly on our school's website
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Approval and review

Created date	August 2026
Endorsed by	Principal
Next review date	August 2030