



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Ascot Vale Special 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

Ascot Vale Special 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 your absence on the COMPASS portal or contact Tanya Nash/Office on 9370 8906 or via Z-Admin on Seesaw
- to report any urgent issues relating to a student on a particular day, please call Tanya Nash/Nichole Medina/Erica Ryan/Office on 9370 8906
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or learning centre leader.
- for enquiries regarding camps and excursions, please contact Susanne Andriesz on 9370 8906 or andriesz.susanne.s@edumail.vic.gov.au
- to make a complaint, please contact Colin Schot or Christine Monahan on 9370 8906 or schot.colin.h@edumail.vic.gov.au or monahan.christine.a@edumail.vic.gov.au .
- to report a potential hazard or incident on the school site, please contact Erica Ryan on ryan.ericam@edumail.vic.gov.au
- for parent payments, please contact Erica Ryan on ryan.ericam@edumail.vic.gov.au
- for all other enquiries, please contact our Office on 9370 8906 or ascot.vale.ss@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.

REVIEW CYCLE

This policy was ratified by School Council on 11/06/2019 and is scheduled for review in 2021 or when necessary.