



# COMMUNICATION WITH SCHOOL STAFF POLICY

DUE FOR REVIEW

May 2025

## PURPOSE

This policy explains how Banyan Fields 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

Banyan Fields Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. School staff will do our best to respond to queries as soon as possible and ask that you allow us 2-3 working days to provide you with a response. We will endeavour to respond to urgent matters within 48 hours where possible.

To contact the front office for general enquiries please either phone 9782 1333 or email [banyan.fields.ps@education.vic.gov.au](mailto:banyan.fields.ps@education.vic.gov.au), then your call or message will be forwarded to the current staff member for follow up.

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 office on 9782 1333 or [absence@bfps.vic.edu.au](mailto:absence@bfps.vic.edu.au)
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9782 1333
- to discuss a student's academic progress, health or wellbeing or an enquiry about school activities including camps and excursions please contact the front office on 9782 1333 and they will direct your call or email your child's classroom teacher directly using the email provided at the beginning of the year.
- to report a potential hazard or incident on the school site, please contact the front office
- for any administration queries including parent payments, please contact the front office.
- to make a complaint, please refer to our Complaints policy, available: <https://www.bfps.vic.edu.au/policies>

## REVIEW CYCLE

This policy was last updated on May 2021 and is scheduled for view in May 2025.