Jacana School *for* Autism
"Learning for Life"

COMMUNICATION WITH STAFF POLICY

PURPOSE

This policy explains how Jacana School for Autism 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

Jacana School for Autism 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 Absence Line on 0439 114 197
- to report any urgent issues relating to a student on a particular day, please contact the general office on 9309 6258
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher/ sub school leader or a member of the Principal Class team
- for enquiries regarding camps and excursions, please contact your child's classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principals on 9309 6258.
  - Principal: Corinne Pupillo Corinne.pupillo@education.vic.gov.au
  - Assistant Principal: Stephanie Di Salvo Stephanie.disalvo@education.vic.gov.au
  - Assistant Principal: Daniel Moloney Daniel.moloney@education.vic.gov.au

Please also refer to our Complaints Policy, available on the school website

http://www.jacanaschoolforautism.vic.edu.au/?page_id=831

- to report a potential hazard or incident on the school site, please contact OHS Manager Nominee Leila Tehrani Homa on 9309 6258 or leila.tehraniHoma@educaiton.vic.gov.au
- for parent payments, please contact the general office on 9309 6258
- for all other enquiries, please contact our Office on 9309 6258

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 is scheduled for yearly review

JSA School Council consulted:	24th February, 2022
Review Date:	Term 1, 2023