



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Yarra Ranges Special Developmental School YRSDS (YRSDS) 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

YRSDS 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 the administration officer on 97362499.
- to report any urgent issues relating to a student on a particular day, please contact the Principal or Assistant Principal on 97362499
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or section team leader.
- for enquiries regarding camps and excursions, please contact classroom teacher or section team leader on 97362499.
- to make a complaint, please contact the Principal or Assistant Principal on 97362499. Please also refer to our Complaints policy, available from the front office or on our web page.
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on 97362499.
- for parent payments, please contact our Business Manager on 97362499.
- for all other enquiries, please contact our Office on 97362499.

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 to help students access the NDIS

YRSDS can play a significant role in helping students to access the scheme. Our school provides information about the NDIS to parents directly and through the school newsletter.

Upon request copies of student reports are provided to assist families in submitting access documentation to the NDIA. Relevant information provided is:

- copies of previous or current Program for Students with disabilities applications
- Individual Learning Plans
- Student Support Service Reports or allied health reports

Please note that schools are not required to arrange new assessments for the purpose of providing evidence to support a student's access to the NDIS.

REVIEW CYCLE

This policy was last updated on July 16th 2018 and is scheduled for view in July 2021