



*“Working Together for a Better Future”*

# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy please contact Wallan Primary School.

## PURPOSE

This policy explains how Wallan 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

Wallan 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 contact the school office on 5783-1232, or by logging details on the Compass parent portal.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5783-1232.
- to discuss a student’s academic progress, health or wellbeing, please contact your child’s classroom teacher.
- for enquiries regarding camps and excursions, please contact your child’s classroom teacher.
- to make a complaint, please contact the Assistant Principal on 5783-1232. Please also refer to our Complaints Policy available on our website or via Compass parent portal.
- to report a potential hazard or incident on the school site, please contact the school office on 5783-1232.
- for parent payments, please contact the school office on 5783-1232.
- for all other enquiries, please contact the school office on 5783-1232.

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.

### **Interpreting Services**

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the Assistant Principal for more information.

### **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](mailto:foi@edumail.vic.gov.au)

### **Communication**

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

- available publicly on the school website
- available publicly via the Compass parent portal and staff portal
- available in hard copy at the school office upon request

### **Policy Review and approval**

<b>POLICY LAST REVIEWED</b>	<b>APRIL 2022</b>
<b>APPROVED BY</b>	<b>PRINCIPAL AND SCHOOL COUNCIL</b>
<b>NEXT SCHEDULED REVIEW DATE</b>	<b>APRIL 2026</b>