Wales Street Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

Help for non-English speakers

If you need help to understand the information in this policy please contact the school office.

PURPOSE

This policy explains how Wales Street 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

Wales Street 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 94843949
- to report any urgent issues relating to a student on a particular day, please contact the school office on 94843949
- to discuss a student's academic progress, health, or wellbeing, please contact your classroom teacher via email
- to make a complaint, please contact the Principal/Assistant Principal on 94843949 or email the school: wales.street.ps@education.vic.gov.au. Please also refer to our Complaints policy available on Compass
- to report a potential hazard or incident on the school site, please contact the school office on 94843949 or wales.street.ps@education.vic.gov.au
- for parent payments, please contact the school office on 94843949 or wales.street.ps@education.vic.gov.au
- for all other enquiries, please contact our school office on 94843949 or wales.street.ps@education.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.

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@education.vic.gov.au

COMMUNICATION

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2023
Consultation	Policy & Strategic Planning Committee
Approved by	Principal
Next scheduled review date	February 2023