

# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy, please contact our Administration Office 9370 8784

## PURPOSE

This policy explains how Ascot Vale West 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

Ascot Vale West 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 use one of the following options:
  - use absent notes on the school app *uEducateUs*
  - call the office and speak to a staff member
  - verbally notify the child's teacher
- to report any urgent issues relating to a student on a particular day, please contact the office on (03) 9370 8784
- 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 the office and ask to speak to your child's classroom teacher or via the communication link on *uEducateUs*
- to make a complaint, please contact the Principal/Assistant Principal on (03) 9370 8784. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the office on (03) 9370 8784.
- for parent payments please use the school app *uEducateUs* or alternatively pay in person at the office
- for all other enquiries, please contact our office on (03) 9370 8784.

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 school office 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@education.vic.gov.au](mailto: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 where applicable
- Included in staff induction processes and staff training
- Discussed at staff briefings/meetings as required
- Discussed at parent information nights/sessions where applicable
- Included in school newsletter when required
- Made available in hard copy from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2023
Approved by	Principal
Next scheduled review date	March 2024