



## COMMUNICATION WITH SCHOOL STAFF POLICY

### **Purpose**

This policy explains how Wheelers Hill Primary School proposes to manage common enquiries from parents and carers.

### **1 Guidelines**

1.1 Wheelers Hill Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers.

### **2 Implementation**

2.1 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 parents must enter the student's absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 9561 3457 or email [wheelers.hill.ps@education.vic.gov.au](mailto:wheelers.hill.ps@education.vic.gov.au)
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or the Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the General Office on 9561-3457 or email [wheelers.hill.ps@education.vic.gov.au](mailto:wheelers.hill.ps@education.vic.gov.au)
- to make a complaint, please contact the Principal or Assistant Principal's on 9561 3457 or via email. Please also refer to our Complaints policy:  
<https://www.wheelershillps.vic.edu.au/policies>
- to report a potential hazard or incident on the school site, please contact the Principal on 9561 3457
- for parent payments, please contact the Business Manager] on 9561 3457
- for all other enquiries, please contact our General Office on 9561 3457.

2.2 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

2.3 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 Katrina Spicer, the Assistant Principal, for more information.

#### REQUESTS FOR INFORMATION

2.4 Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

2.5 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)

### 3 Communication

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

- Available publicly on our school's website
- Hard copy available from school administration upon request

### 4 Evaluation

4.1 The Education Sub Committee will review the effectiveness of the school's Communication with School Staff policy on a cyclical basis in accordance with DET guidelines.

### Related policies and guides

[Complaints policy](#)

Help for non-English speakers



If you need help to understand the information in this policy please contact Leasyl Richards (Assistant Principal)

**Ratified by School Council**

June 2023

**Approved by Principal**

June 2023

**Next review**

2027