



# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy please contact Parkwood Green Primary School on 94493600

## PURPOSE

This policy explains how Parkwood Green 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

Parkwood Green 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 administration staff on 9449 3600
- to report any urgent issues relating to a student on a particular day, please contact the administration staff on 9449 3600
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via email or by calling the school on 9449 3600
- for enquiries regarding camps and excursions, please contact the administration staff on 9449 3600 and they will direct you to the relevant staff member.
- to make a complaint, please contact the Assistant Principal on 9449 3600. Please also refer to our Complaints policy available on the school website.
- to report a potential hazard or incident on the school site, please contact the administration staff on 9449 3600 and they will direct you to the maintenance or OHS representative.
- for parent payments, please contact the administration staff on 9449 3600
- for all other enquiries, please contact our administration staff on 9449 3600.

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 our school administration staff on 9449 3600 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
- Available to staff on the school drive
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2022
Approved by	Principal
Next scheduled review date	July 2026