**COMMUNICATION WITH SCHOOL STAFF POLICY**

**Help for non-English speakers**

If you need help to understand the information in this policy please Bealiba Primary 03 5469 1256.

## **Purpose**

This policy explains how Bealiba Primary 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**

Bealiba Primary 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 us on 03 5469 1256.
* to report any urgent issues relating to a student on a particular day, please contact the Principal on 03 5469 1256.
* to discuss a student’s academic progress, health or wellbeing, please contact the school on 03 5469 12 56 to make an appointment.
* for enquiries regarding camps and excursions, please contact the school on 03 5469 1256.
* to make a complaint, please contact the Principal. Please also refer to our Complaints policy.
* to report a potential hazard or incident on the school site, please contact the school on 03 5469 1256.
* for all other enquiries, please contact our Office on 03 5469 1256.

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 Bealiba Primary on 03 5469 1256 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

**COMMUNICATION**

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

* Available publicly on our school’s website
* Included in staff handbook
* Reminders in our school newsletter
* Hard copy available from school administration upon request

**POLICY REVIEW AND APPROVAL**

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| Policy last reviewed | November 2021 |
| Approved by | Principal |
| Next scheduled review date | November 2025 |