



Purpose

This policy explains how Watsonia North 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.

Implementation

Our 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, parents/carers are required to log into Compass and enter the absence stating reason. In the event whereby access to Compass is unavailable, the office staff may be contacted by phone to notify of the child's absence. A written note may be provided to the classroom teacher specifying reason and date of absence.
- requests for approval relating to long term absences (eg family holidays) must be made in writing and forwarded to the Principal for consideration and approval.
- to report any urgent issues relating to a student on a particular day, please contact your child's classroom teacher by phone on 9435 1285. If the classroom teacher is not available, please ask to speak with the respective Area Team Leader.
- 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 teacher in charge of the excursion (as listed on the permission note posted on Compass).
- to make a complaint, please contact a member of the Principal Class team. Please also refer to our *Complaints Policy*.
- to report a potential hazard or incident on the school site, please contact the general office staff on 9435 1285. If the hazard or incident is deemed to be urgent, please ask to speak with a member of the Principal Class Team.
- for parent payments, please contact our Finance Manager on 9435 1285.
- for First Aid enquiries please ask to speak with our First Aid officer on 9435 1285.
- for all other general enquiries, please contact our office staff on 9435 1285.

Please note that teaching staff are available before school (15 minutes before the first session commencing at 9:00 am) and for 15 minutes after the final session of the day. Whilst general informal interactions are encouraged and welcomed, matters requiring due consideration should be discussed at a mutually agreed date and time.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 to 3 business day 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@edumail.vic.gov.au

Further Information and Resources

- *WNPS Complaints Policy*
- *WNPS Privacy Policy*
- *WNPS Privacy Information*
- Department of Education and Training *Parent Complaints Policy*

Evaluation and Review

Evaluation of the *Communication With Staff Policy* will occur every four years as stipulated in the *Watsonia North PS Policy Review Cycle* document.

This policy was last updated on 11 September 2018 and is scheduled for review in 2022.