

COMMUNICATION WITH SCHOOL STAFF POLICY



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 office on 9743 5818 or email us as Melton.West.ps@education.vic.gov.au for more information.

PURPOSE

This policy explains how Melton 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

Melton 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 contact the office on 9743 5818
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9743 5818 and they will direct the information to the relevant person or persons
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Class Dojo or make an appointment with the relevant person by contacting the front office on 9743 5818
- for enquiries regarding camps and excursions, please contact the front office on 9743 5818 and they will direct the information to the relevant person or persons
- to make a complaint, please contact the Principal/Assistant Principal by contacting the front office on 9743 5818. Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact the front office on 9743 5818
- for parent payments, please contact the front office on 9743 5818 or present in person
- for all other enquiries, please contact our Office on 9743 5818

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.

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 <https://meltonwestps.vic.edu.au/our-school/#policies>
- Discussed at parent information nights/sessions where necessary
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2023
Consultation	Recommended
Approved by	Principal
Next scheduled review date	June 2026 Recommended minimum review cycle for this policy is 3-4 years