



Heidelberg Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Heidelberg Primary School on 94572259.

PURPOSE

This policy explains how Heidelberg 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

Heidelberg 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 notify the school, using the Compass portal
- to report any urgent issues relating to a student on a particular day, please contact the school office
- 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 your child's class teacher by email
- to make a complaint, please contact your child's class teacher by email. Please also refer to our Complaints policy on the school website.
- to report a potential hazard or incident on the school site, please contact the school office.
- for parent payments, please contact the school office
- for all other enquiries, please contact our school office on 94572259

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 your child's class teacher by email 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 induction
- Included in staff manual
- Discussed at parent information sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	October 2023
Consultation	All staff – Daily Organisation, Monday 13 November 2023 School Community – Weekly newsletter 10 November 2023
Approved by	Principal
Next scheduled review date	November 2026