



Willaura Primary School COMMUNICATION WITH STAFF POLICY



PURPOSE

This policy explains how Willaura 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

Willaura 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 classroom teacher, Business Manager or Principal before 9:15am
- to report any urgent issues relating to a student on a particular day, please contact the front office at 53541401
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the classroom teacher, business manager or Principal
- to make a complaint, please contact the Principal on 53541401. Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact the Principal
- for parent payments, please contact the Business Manager
- for all other enquiries, please contact our Office on 53541401.

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@edumail.vic.gov.au

MORE INFORMATION AND RESOURCES

- [School Attendance Guidelines](#)
- School Policy and Advisory Guide: [Attendance](#)
- [School intranet](#)

Review Cycle

This policy is to be reviewed every 4 years by the Policy Committee.
This Policy was last ratified by the Policy Committee

12/11/2019