



## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Newhaven 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

Newhaven 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, record on Compass or contact administration staff on 59567326 or email [newhaven.ps@education.vic.gov.au](mailto:newhaven.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact the administration staff on the above contacts details
- to discuss a student's academic progress, health, or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact teacher in charge of the camp or excursion.
- to make a complaint, please contact the [Principal on 59567326 or email [sharyne.munday@education.vic.gov.au](mailto:sharyne.munday@education.vic.gov.au)
- Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact administration staff on 59567326 or email [newhaven.ps@education.vic.gov.au](mailto:newhaven.ps@education.vic.gov.au)
- for parent payments, please contact administration staff on 59567326 or email [newhaven.ps@education.vic.gov.au](mailto:newhaven.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 59567326 or [newhaven.ps@education.vic.gov.au](mailto:newhaven.ps@education.vic.gov.au)

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2-3 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 hearing impaired or use language background other than English and need help with understanding important educational information about your child. Contact the school 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](mailto: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 processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	24 <sup>th</sup> May 2022
Approved by	Principal
<b>Next scheduled review date</b>	24th May 2025