



COMMUNICATION WITH SCHOOL STAFF POLICY

Latest DET Update: July 2021

First Developed: Unknown

First Developed in This Format: May 2019

Updated: February 2022

Ratified: February 2022



Help for non-English speakers

If you need help to understand the information in this policy, please contact the staff at Lethbridge Primary School.

PURPOSE

This policy explains how Lethbridge 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

Lethbridge 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 Lethbridge Primary School front office on 03 5281 7214 or email Lethbridge.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact Lethbridge Primary School front office on 03 5281 7214.
- 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 School office on 03 5281 7214 who will then transfer information to the teacher.
- to make a complaint, please contact the Principal on 03 5281 7214 or email Lethbridge.ps@education.vic.gov.au. Please also refer to our Complaints policy, available: <http://www.lethbridgeps.vic.edu.au>
- to report a potential hazard or incident on the school site, please contact the school office on 03 5281 7214
- for parent payments, please contact the front office on 03 5281 7214
- for any other enquiry, please contact our Office on 5281 7214 / Lethbridge.ps@education.vic.gov.au

School staff will do their 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 where required. We will endeavour to respond to urgent matters within 24 hours where possible.

Interpreting Services

We can arrange for interpreting support if you have a language background other than English and need help with understanding important educational information about your child. Contact Lethbridge Primary School front office on 03 5281 7214 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 handbook/manual
- 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	February 2022
Consultation	School staff and School Council
Approved by	Principal
Next scheduled review date	February 2026