



Communication with School Staff Policy



Help for non-English speakers

If you need help to understand this policy, please contact our administration team upwey.south.ps@education.vic.gov.au or phone 9757 0200.

PURPOSE

This policy explains how Upwey South 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

Upwey South 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, Parents should notify Upwey South Primary School of absences through one of the following options:
 - entering the absence via the Compass Parent Portal
 - notifying the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200
 - notifying their child's classroom teacher.
- to report any urgent issues relating to a student on a particular day, please contact the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher in the first instance. All staff emails can be accessed through:
 - selecting 'email my child's teacher' within the Compass Parent App
 - accessing staff emails through any edition of our school newsletter
- for enquiries regarding camps and excursions, please contact the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200

- to make a complaint, please refer to the Upwey South Primary School Policies <http://www.upweythps.vic.edu.au/about/upwey-south-ps-policies/>
- to report a potential hazard or incident on the school site, please contact the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200
- for parent payments, please contact the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200
- for all other enquiries, please contact the school office via Upwey.south.ps@education.vic.gov.au or 9757 0200

School staff will do our best to respond to general queries/emails as soon as possible and ask that you allow us three working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

Where possible, staff will be respectful of the value which our community place upon family time. We will therefore aim to respond to all queries during business hours.

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 school office via Upwey.south.ps@education.vic.gov.au or 9757 0200 for assistance.

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 and distributed via community newsletters
- Included in staff induction processes and annual staff training
- Included in volunteer induction processes and training for relevant volunteers
- Discussed an annual staff briefings or meetings
- Included in staff handbook or manual
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2022
Approved by	Principal
Next scheduled review date	August 2025