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## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact the schools Business Manager.

### PURPOSE

To explain how Ballam Park 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

Ballam Park 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 log in to Compass to record the absence or contact the administration office on 9786 5614
- to report any urgent issues relating to a student on a particular day, please contact the administration office on 9789 5614
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom teacher
- for enquiries regarding camps and excursions, please contact the Business Manager on 9789 5614
- to make a complaint, please contact the Principal/Assistant Principal on 9789 5614. Please also refer to our Complaints policy, available on the school website
- to report a potential hazard or incident on the school site, please contact the Occupational Health and Safety representative on 9789 5614
- for parent payments, please contact the Administration/Business Manager on 9789 5614
- for all other enquiries, please contact our Office on 9789 5614.

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 the Office 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
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

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|----------------------------|-----------|
| Policy last reviewed       | July 2024 |
| Approved by                | Principal |
| Next scheduled review date | July 2027 |