



# Whorouly Primary School

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Whorouly 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

Whorouly 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 Principal on either the school phone number 57 271 363 or mobile number 0467 793 905 or add details to Attendance on UeducateUs using your personal pin.
- to report any urgent issues relating to a student on a particular day, please contact the Principal on either the school phone number 57 271 363 or mobile number 0467 793 905
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or the Principal by speaking to them directly or contacting them on either the school phone number 57 271 363 or mobile number 0467 793 905, not the teacher's personal phone number.
- for enquiries regarding camps and excursions, please contact the Principal on either the school phone number 57 271 363 or mobile number 0467 793 905.
- to make a complaint, please contact the Principal on either the school phone number 57271363 or mobile number 0467793905 or email the Principal at [whorouly.ps@edumail.vic.gov.au](mailto:whorouly.ps@edumail.vic.gov.au) or [mcpherson.pauline.l@edumail.vic.gov.au](mailto:mcpherson.pauline.l@edumail.vic.gov.au). Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact the Principal on either the school phone number 57 271 363 or mobile number 0467 793 905
- for parent payments, please contact the Business Manager, Kerry Hill or the Principal on either the school phone number 57 271 363 or email [whorouly.ps@edumail.vic.gov.au](mailto:whorouly.ps@edumail.vic.gov.au)
- for all other enquiries, please contact our Office on 57271363 or email [whorouly.ps@edumail.vic.gov.au](mailto:whorouly.ps@edumail.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 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.



# Whorouly Primary School

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](mailto:foi@edumail.vic.gov.au)

## REVIEW CYCLE

This policy was presented to School Council on Tuesday 17th September 2019 and is scheduled for review in September 2023.

Pauline McPherson  
Principal

Andrea Skahill  
School Council President