



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 57271 363 or mobile number 0467 793 905 or add details to Attendance on UeducateUs using your personal pin.
- 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 principal or your child's classroom teacher.
- to make a complaint, please contact the principal on the school landline or mobile or email the principal directly. Please also refer to our Complaints Policy, available on our website
- to report a potential hazard or incident on the school site, please contact the principal on either the school phone number 57271 363 or mobile number 0467 793 905.
- for parent payments, please contact the admin support, Amy Gibb, on either the school phone number 57 271 363 or email to the school email whorouly.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 57271 363 or email the school whorouly.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 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.

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



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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
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	15 th August 2023
Approved by	Principal
Next scheduled review date	August 2027