



White Hills Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact White Hills Primary School on 03 5443 0799 or white.hills.ps@education.vic.gov.au.

PURPOSE

This policy explains how White Hills 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

White Hills 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 school absence line on 5443 0799 or add an attendance note on Compass
- to report any urgent issues relating to a student on a particular day, please contact the front office on 5443 0799
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the front office on 5443 0799
- to make a complaint, please contact the Principal or Assistant Principal via the front office on 5443 0799
- Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact the school office on 5443 0799
- for parent payments, please contact please contact the school office on 5443 0799
- for all other enquiries, please contact our Office on 5443 0799

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.

White Hills Primary School uses the following tools as Communication tools:

- Compass is the primary communication and learning management tool. Compass enables parent to contact their teacher through email or chat options. **For urgent matters parents/carers should contact the office on 5443 0799.** Parents are encouraged to keep their contact details up-to-date.
- Appointments with classroom teachers can be made before or after school hours or at a mutually convenient time.
- The White Hills Primary School Website - <http://www.whitehillsp.vic.edu.au/> provides the following information:
 - Online copies of the School newsletter, School policies, General information about the school, Outside School Hours Care information, Transition information
- The White Hills Primary School Newsletter is available on the school website. It is also delivered by email to school Compass users. Parents/carers are encouraged to read the newsletter and diarise important dates for future reference. The newsletter:
 - Is published weekly on a Thursday afternoon
 - Includes important dates, Principal report, School Council update, Parents Group news, award winners, and other general information,

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 Bec Harper – Acting Assistant Principal 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 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	June 2024
Consultation	SIT Meeting June 2024
Approved by	Principal
Next scheduled review date	June 2028