



Communication with School Staff



Help for non-English speakers

If you need help to understand the information in this policy please contact Warrnambool East Primary School - 55624100.

PURPOSE

This policy explains how Warrnambool East 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

Warrnambool East 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:

Phone Inquiries: 5562 4100

Email Inquiries: by logging into Compass

- **to access login details** for Compass, contact the office
- **to access login details** for Seesaw contact the classroom teacher
- **to comment** on a student's Seesaw work sample, or to ask a simple question, message the classroom teacher through Seesaw
- **to report** a student absence, log onto Compass, or phone the office
- **to report** any urgent issues relating to a student on a particular day, phone the office
- **to make an appointment** to discuss a student's academic progress, health or wellbeing, phone the office, or speak to the staff member in person between 8.40am and 8.50am or 3.25-3.35pm or make an appointment
- **for enquiries regarding** camps and excursions, contact the classroom teacher by phone, Seesaw or email
- **to make a complaint**, please contact the Principal or Assistant Principal through the office
- **to report a potential hazard** or incident on the school site, contact the office

- for parent payments, contact the Business Manager through the office
- for all other enquiries, please contact our office

School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to two working days to provide you with a detailed response.

Emails and messages will be responded to during work hours Monday to Friday.

We will endeavour to respond to **urgent** matters within 24 hours.



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Information Required	Compass	Compass Email	SeeSaw	Website	Facebook	Office in person	Phone Office	Newsletter	Teacher In Person
Access Compass Log on details		✔				✔	✔		
Access SeeSaw Log on Details		✔							✔
Comment on Students work or ask teacher a simple question		✔	✔						✔
To report a student absence	✔						✔		
To report urgent issues relating to a student on a particular day							✔		
To make an appointment to discuss a students academic progress, health or wellbeing.							✔		✔
Enquiries regarding camps or excursions		✔	✔				✔		
To make a complaint to Principal or Assistant Principal							✔		
To report a potential hazard or incident on the school grounds to Principal							✔		
For information or inquiries regarding payments or payment plans		✔				✔	✔		
General inquiries						✔	✔		
Event Approval - Camps & Excursions	✔								
Important Reminders / Promotion School Policies	✔		✔	✔	✔			✔	

Teacher Work hours

8.40am-4.40pm – Monday, Tuesday and Wednesday

8.40am-3.40pm – Thursday and Friday

Teachers are committed to attending Professional Learning Community meetings (PLC) every Monday and Wednesday from 3.40-4.40pm, therefore are unavailable to speak with parents during these times.

School staff have a right to be safe at work

Any abuse will not be tolerated

Parents, carers, advocates and adult members of the school community must engage respectfully with school staff.

Unacceptable behaviour will be addressed promptly. This may include calling the police if required or issuing you a School Community Safety Order.

These behaviours are not permitted in-person, over the phone, by email, text message or on social media:

- X Rudeness
- X Intimidation
- X Insults or offensive communication
- X Discriminatory or derogatory comments
- X Malicious or defamatory communications
- X Threatening gestures
- X Aggression, including raising your voice at a staff member
- X Threats
- X Violence
- X Harassment

These behaviours are **never okay** and can make staff and students feel unsafe.

Scan the QR Code to learn more about how you can build positive relationships with school staff in the department's *Respectful Behaviours within the School Community Policy*.

THE EDUCATION STATE VICTORIA Department of Education

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 [insert school contact details] 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 transition and enrolment packs
- Communicated to staff
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2024
Consultation	School Newsletter LINK May 24 Staff bulletin May 2024 School Council May 2024
Approved by	Principal – Marina Milich
Next scheduled review date	May 2027

Is it compulsory for all Victorian government schools to have a policy addressing this issue?	No, this school policy is optional.
Does this policy have to be approved by school council?	No
Recommended consultation	It is recommended that school council be consulted and its views should be taken into account when you adopt this policy, as the sections in this template that are marked in yellow should be tailored to your school community.
Policy basis	<ul style="list-style-type: none"> • The Department's Policy and Advisory Library: Requests for Information About Students • Common law duty of care • <i>Education and Training Reform Act 2006</i>
Recommended review cycle	3-4 years

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