



COMMUNICATION WITH SCHOOL POLICY

PURPOSE

This policy explains how Wonga 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

Wonga 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 lodge the absence on the Sentral app. or contact the school office on 9722 1325.
- to report any urgent issues relating to a student on a particular day, please contact the office on 9722 1325
- Staff are on duty 10 minutes prior to instruction time. The office will take phone calls for teaching from 8.35am until 8.50am. At this time calls will be put through to staff if of urgent nature. Parents are welcome to see the teacher during the Golden 10 (to share something that may impact their child's day and/or request a phone call).
Calls that are received after school will be put through on a Mon-Wed up until 4.30pm, (unless the staff member is in meeting). For calls received on Thursday or Friday, the teacher will get in contact with the parent on the next working day.
- to discuss a student's academic progress, health or wellbeing, please contact your child's class teacher via phone or send an email to the teacher using the schools email address;
wonga.park.ps@education.vic.gov.au
- for enquiries regarding camps and excursions, please contact the camp coordinator on 9722 1325
- to make a complaint, please contact the Principal/Assistant Principal on 9722 1325 or
wonga.park.ps@education.vic.gov.au Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact the office on 9722 1325 or
wonga.park.ps@education.vic.gov.au
- for parent payments, please contact the office on 9722 1325 or
wonga.park.ps@education.vic.gov.au
- 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 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible. For more complex matters, we ask you to allow us up to 10 working days to respond.

Email correspondence

You may choose to email the classroom teacher via the school's email address wonga.park.ps@education.vic.gov.au.

You may email Julie Crawford (principal) julie.crawford@education.vic.gov.au or Adele Brice (Assistant Principal) adele.brice@education.vic.gov.au directly.

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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated in February 2024 and is scheduled for review in 2027.