



59. Communication with School Staff



Help for non-English speakers

If you need help to understand the information in this policy please contact the school office on 9887 8000.

PURPOSE

This policy explains how Highvale 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

Highvale 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 Andrea Gill via Schoolstream or call (03) 9887 8000.
- to report any urgent issues relating to a student on a particular day, please contact the school office on (03) 9887 8000.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or Joshua Crozier, Assistant Principal:
joshua.crozier@education.vic.gov.au
- for enquiries regarding camps and excursions, please contact Joshua Crozier, Assistant Principal: joshua.crozier@education.vic.gov.au
- to make a complaint, please contact Steve Richardson, Principal. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact Joshua Crozier, Assistant Principal: joshua.crozier@education.vic.gov.au
- for parent payments, please contact Rebecca Foot, Business Manager: (03) 9887 8000 or highvale.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on (03) 9887 8000 or highvale.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 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

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 our school office 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
<https://highvaleps.vic.edu.au/parent-information/#policies>
- Included in staff induction and child safety training processes
- Notification of updates through the School Newsletter
- Discussed at staff briefings/meetings as required
- Made available in hard copy from the school office upon request.

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2023
Consultation	School council
Approved by	Principal
Next scheduled review date	May 2026