



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Warrnambool West 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 West 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 our Office on 5561 3161
- to report any urgent issues relating to a student on a particular day, please contact our Office on 5561 31 61
- to discuss a student's academic progress please contact your child's teacher via the Office on 5561 31 61
- to discuss a student's health or wellbeing, please contact your child's teacher or our Wellbeing Officer, Carolyn O'Rourke on 5561 31 61
- for enquiries regarding camps and excursions, please contact Carolyn O'Rourke on 5561 3161
- to make a complaint, please contact our Principal, Phil Barnes or our Assistant Principal, Siobhan Lilly on 5561 31 61. Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact our Principal, Phil Barnes on 041 21 20 639 (during school hours) or Emergency Services on 000 (out of school hours)
- for parent payments, please contact our Business Manager, Vanessa Attrill on 5561 31 61
- for all other enquiries, please contact our Office on 5561 31 61 or email

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1-2 days to provide you with a detailed response. We will endeavour to respond to urgent matters within 12-24 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@edumail.vic.gov.au

REVIEW CYCLE

| | | |
|------------------|--------------------------------|-------------------------|
| Date: March 2018 | Responsibility: School Council | Review Date: March 2021 |
|------------------|--------------------------------|-------------------------|