



Telephone: 9570 3986 Facsimile: 9579 4423 School No. 4778

Homepage: [www.valkstoneps.vic.edu.au](http://www.valkstoneps.vic.edu.au) Email: [valkstone.ps@edumail.vic.gov.au](mailto:valkstone.ps@edumail.vic.gov.au)

## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact Valkstone Primary School on 03 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au).

### PURPOSE

This policy explains how Valkstone 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

Valkstone 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 communicate via Compass or front office on (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact front office on (03) 9570 3986
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact or front office on (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au)
- to make a complaint, please contact the Principal on (03) 9570 3986 or [Angela.Dawson@education.vic.gov.au](mailto:Angela.Dawson@education.vic.gov.au) . Please also refer to our Complaints policy, available: [Valkstone Primary School Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact front office staff or Principal on (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au)
- for parent payments, please contact the business manager Julie Caswell on (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au)

- for all other enquiries, please contact our Office on (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.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 (03) 9570 3986 or [valkstone.ps@education.vic.gov.au](mailto:valkstone.ps@education.vic.gov.au) 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](mailto: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 (or insert other online parent/carer/student communication method)
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2023
Approved by	Principal
Next scheduled review date	August 2027