



## COBURG WEST PRIMARY SCHOOL

### Communication with School Staff Policy

Last Reviewed: November 2023

Review Due: November 2027



#### Help for non-English speakers

If you need help to understand the information in this policy please contact [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au) or call 9386 1286.

## PURPOSE

This policy explains how Coburg 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

Coburg 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 staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact our office staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au)
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher as your first point of call
- for enquiries regarding camps and excursions, please contact the office staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au) who will direct you to the appropriate person in charge of the camps and/or excursion
- to make a complaint, please contact the Principal/Assistant Principal on our office staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au)
- Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact Principal/ Assistant Principal on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au)
- for parent payments, please contact office staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on our office staff on (03) 9386 1286 or [coburg.west.ps@education.vic.gov.au](mailto:coburg.west.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 to provide you with a detailed response.

## 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 the office for more information and support.

## 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
- Links are included in transition and enrolment packs
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

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