



Bungaree Primary School Communication with School Staff Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact the office on 5334 0253.

Purpose

This policy explains how Bungaree 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

Bungaree 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 log the details on the school Compass portal and contact the office on 5334 0253 or school mobile 0460 339 224.
- to report any urgent issues relating to a student on a particular day, please office on 5334 0253 or school mobile 0460 339 224.
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher by contacting the office on 5334 0253 or school mobile 0460 339 224, or to request an appointment via the student diary.
- for enquiries regarding camps and excursions, please contact the Principal on 5334 0253 or school mobile 0460 339 224 or via email bungaree.ps@education.vic.gov.au
- to make a complaint, please contact the Principal on 5334 0253 or school mobile 0460 339 224 or via email bungaree.ps@education.vic.gov.au. Please also refer to our Concerns and Complaints Policy available on the school website.
- to report a potential hazard or incident on the school site, please contact the Principal on 5334 0253 or school mobile 0460 339 224.
- for parent payments, please contact the Business Manager on 5334 0253 or email bungaree.ps@education.vic.gov.au
- for all other enquiries, please contact our office on 5334 0253 or email bungaree.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 the office on 5334 0253 for more information.

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)
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request.

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

Policy Review and Approval

Created date	March, 2023
Consultation	Staff and School Council, March, 2023
Endorsed/Ratified by	Principal and School Council
Endorsed/Ratified on	21 st March, 2023
Next review date	March, 2026