



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 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.

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

Evaluation

This policy will be reviewed as part of the school's three-year review cycle.