



Black Hill 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 Black Hill Primary School.

PURPOSE

This policy explains how Black Hill 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

Black Hill 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 absence line on 03 53324544 or record it on Compass.
- to report any urgent issues relating to a student on a particular day, please contact administration on 03 53324544 or ask to speak with the Principal or Assistant Principal.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher on the school phone number or email the staff member on Compass or via the Seesaw app.
- for enquiries regarding camps and excursions, please contact administration 03 53324544 who will forward you to the staff member in charge.
- to make a complaint, please contact the Principal/Assistant Principal on 03 53324544 or email the school on black.hill.ps@education.vic.gov.au . Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 03 53324544.
- for parent payments, please contact the school's Business Manager on 03 53324544.
- for all other enquiries, please contact our Office on 03 53324544, email black.hill.ps@education.vic.gov.au or send a message through the Compass app.

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 12-24 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.

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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

EVALUATION:

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

Created date	June 2024
Consultation	Staff, Parents, School Council Policy Sub-Committee
Endorsed by	Black Hill Primary School principal
Endorsed on	June 2024
Next review date	June 2027