



SEAFORD NORTH 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 Seaford North Primary School on 03 9786 5674 or seaford.north.ps@education.vic.gov.au

PURPOSE

This policy explains how Seaford North 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

Seaford North 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 School office on 03 9786 5674, or log on Compass via parent portal
- to report any urgent issues relating to a student on a particular day, please contact the School office on 03 9786 5674
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher, via the School office or Class Dojo
- for enquiries regarding camps and excursions, please contact in the first instance your classroom teacher, via the School office or Class Dojo. For general queries or financial support, please contact the School office on 03 9786 5674
- to make a complaint, please contact the Principal/Assistant Principal via the School office on 03 9786 5674 or email: seaford.north.ps@education.vic.gov.au. Please also refer to our *Complaints Policy*, available on our School website: <http://seaford-northps.vic.edu.au/policies-and-reports/>
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal via the School office on 03 9786 5674
- for parent payments, please contact the Business Manager via the School office on 03 9786 5674
- for all other enquiries, please contact our Office Administration staff on 03 9786 5674

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1–2 working days for a response. Please remember our staff are also teaching and working during this time. For urgent matters, please contact the School office to enable your query to be directed appropriately. We 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 School office on 03 9786 5674 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 such as information for the use in court proceedings, can issue a subpoena.

COMMUNICATION

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

- Available publicly on school website
- Included in staff induction processes
- Made available from school administration upon request

POLICY REVIEW AND APPROVAL

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