



SHERBOURNE 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 school office or the Principal.

PURPOSE

This policy explains how Sherbourne 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

Sherbourne 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 9434 7142 and enter on Compass portal
- to report any urgent issues relating to a student on a particular day, please contact the office on 9434 7142 or email your class teacher directly through Compass. Depending on severity, you may wish to contact the principal directly on 9434 7142
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher (email through Compass)
- for enquiries regarding camps and excursions, please contact the office on 9434 7142 who will direct your enquiry to the Camp co-ordinator.
- to make a complaint, please contact the Principal on 9434 7142 or email maree.seymour@education.vic.gov.au/Please also refer to our Complaints policy, available on our website www.sherbps.vic.edu.au
- to report a potential hazard or incident on the school site, please contact office or Principal on 9434 7142 or sherbourne.ps@education.vic.gov.au
- for parent payments, please contact the Business Manager, Carolyn Kyte on 9434 7142 or email Carolyn.kyte@education.vic.gov.au
- for all other enquiries, please contact our Office on 9434 7142 or email sherbourne.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 Principal, Maree Seymour for more information. 9434 7142 or email, maree.seymour@education.vic.gov.au

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 induction processes for relevant staff
- Included in our staff information on Shared Drive
- Discussed in an annual staff briefing/meeting
- Made available in hard copy from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	April 2022
Approved by	Principal
Next scheduled review date	April 2026