

HARCOURT VALLEY PRIMARY SCHOOL

Wilkinson Street, HARCOURT 3453
Ph: (03) 5474 2266 / 67 Mobile: 0418 107 059
Fax: (03) 5474 2706



COMMUNICATION WITH SCHOOL STAFF POLICY

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2024
Approved by	Principal
Next Review Date	June 2027 /2028



Help for non-English speakers

If you need help to understand the information in this policy please contact Harcourt Valley Primary School.

PURPOSE

This policy explains how Harcourt Valley 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.

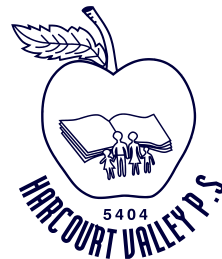
POLICY

Harcourt Valley 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 use XUNO or contact Harcourt Valley Primary School on 54742266 / harcourt.valley.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact Harcourt Valley Primary School office on 54742266.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact Harcourt Valley Primary School on 54742266 / harcourt.valley.ps@education.vic.gov.au
- to make a complaint, please contact the principal on 54742266 or email - harcourt.valley.ps@education.vic.gov.au. Please also refer to our Complaints policy

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- to report a potential hazard or incident on the school site, please contact Harcourt Valley Primary School on 54742266 / harcourt.valley.ps@education.vic.gov.au
- for parent payments, please contact Harcourt Valley Primary School on 54742266 / harcourt.valley.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 54742266 / harcourt.valley.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 Harcourt Valley Primary School on 54742266 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