



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers.

If you need help to understand the information in this policy, please contact Hazelwood North Primary School on 5166 1267.

PURPOSE

This policy explains how Hazelwood 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

Hazelwood 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 office on 03 5166 1267. Absences can also be reported on the Sentral App.
- to report any urgent issues relating to a student on a particular day, please contact the office on 03 5166 1267 and this will be passed on to the student's teacher.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or send a message on Sentral.
- for enquiries regarding camps and excursions, please contact the office on 03 5166 1267.
- If you have any issues in regards to your child's education or wellbeing, please contact your child's teacher in the first instance. If unresolved please make an appointment to discuss with the principal
- to make a complaint, please contact the Principal on 03 5166 1267. Please also refer to our Complaints policy, available: https://www.haznthps.vic.edu.au/?page_id=1598
- to report a potential hazard or incident on the school site, please contact the office on 03 5166 1267.
- for parent payments, please contact the office on 03 5166 1267.
- for all other enquiries, please contact our Office on 03 5166 1267.

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. Staff will only respond to communications between the hours of 8.30am – 5pm.

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 03 5166 1267 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

COMMUNICATION

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

- Available publicly on our school's website <https://www.haznthps.vic.edu.au/>
- Included in staff induction processes and staff training
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	05/2024
Consultation	School Council
Approved by	Principal
Next scheduled review date	05/2027