

Communication with Staff and Parent Policy



Help is available for non-English speaking people. Please get in touch with Berwick Chase Primary School at 9707 7799

PURPOSE

This policy explains how Berwick Chase Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, parents, and carers in our community.

POLICY

Berwick Chase 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 critical contacts for common queries:

- to report a student absence, please get in touch with the office or your child's teacher at 9707 7777 or use Sentral
- to report any urgent issues relating to a student on a particular day, please get in touch with the front office at 9707 7777
- to discuss a student's academic progress, health or well-being, please get in touch with your classroom teacher
- for enquiries regarding camps and excursions, please get in touch with your child's teacher or camp coordinator, whose name can be found on the permission forms on 9707 7777
- to make a complaint, please contact the Principal/Assistant Principal at 9707 7777. Please also refer to our Complaints policy, available on the school website.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal at 9707 7777
- for parent payments, please get in touch with the front office at 9707 7777
- for all other enquiries, please get in touch with our Office on the above number.

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 understanding crucial educational information about your child. Contact the school administration on 9707 7799

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 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@edumail.vic.gov.au

Communication

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

- Available publicly on our school's website (or insert another online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	Feb 2023
Consultation	Administration
Approved by	Principal
Next scheduled review date	June 2025

