

# Communication with School Staff Policy.

St. Georges Rd. Primary School



## Help for non-English speakers

If you need help to understand the information in this policy please contact the office on 58 21 3383.

## PURPOSE

This policy explains how St Georges Road 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

St Georges Road 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 the Compass School App or contact front office on 03 58 21 3383.
- to report any urgent issues relating to a student on a particular day, please contact front office on 03 58 21 3383
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher in the first instance.
- for enquiries regarding camps and excursions, please contact the coordinating teacher of the camp or excursion.
- to make a complaint, please contact the Principal or Assistant Principal on 03 58 21 3383. Please also refer to our Parent complaint policy available on our website.
- to report a potential hazard or incident on the school site, please contact Principal or Assistant Principal on 03 58 21 3383.
- for parent payments, please contact Business Manager on 03 58 21 3383.
- for all other enquiries, please contact our Office on 03 58 21 3383 or email [st.georges.road.ps.shepparton@education.vic.gov.au](mailto:st.georges.road.ps.shepparton@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 office 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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

### REVIEW CYCLE

This policy was last updated in August 2024 and is scheduled for review in August 2026