

WESTERN ENGLISH LANGUAGE SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY



If you need help to understand the information in this policy, please contact the school on 9311 9325

PURPOSE

This policy explains how Western English Language 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

Western English Language School understands the importance of providing helpful and timely responses to common enquiries from newly arrived parents and carers from language backgrounds other than English. 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:
Braybrook Campus – Front Office 9311 9325
Manor Lakes Campus – Alison McQuade 9974 0003
Footscray Campus – Iona Tataio – 0478 758 254
Wyndham Campus – Tania Halela – 9742 7574
St Albans Campus – Rose Calafati – 9364 6310
Melton Campus - Rebecca Burns - 0458809327
- to report any urgent issues relating to a student on a particular day, please contact
Braybrook Campus – Laurence Guttman- 9311 9325
Manor Lakes Campus – Alison McQuade 9974 0003
Footscray Campus – Iona Tataio – 0478 758 254
Wyndham Campus – Tania Halela – 9742 7574
St Albans Campus – Rose Calafati – 9364 6310
Melton Campus - Rebecca Burns - 0458809327
- to discuss a student’s academic progress, health or wellbeing, please contact your
Braybrook Campus – Laurence Guttman- 9311 9325
Manor Lakes Campus – Alison McQuade 9974 0003
Footscray Campus – Iona Tataio – 0478 758 254
Wyndham Campus – Tania Halela – 9742 7574
St Albans Campus – Rose Calafati – 9364 6310
Melton Campus - Rebecca Burns - 0458809327
- for enquiries regarding camps and excursions, please contact
Braybrook Campus – Laurence Guttman- 9311 9325

Manor Lakes Campus – Alison McQuade 9974 0003
Footscray Campus – Iona Tataio – 0478 758 254
Wyndham Campus – Tania Halela – 9742 7574
St Albans Campus – Rose Calafati – 9364 6310
Melton Campus - Rebecca Burns - 0458809327

- to make a complaint, please contact the acting Principal Laurence Guttman /acting Assistant Principal Emma Scanlon on 9311 9325. Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact
Braybrook Campus – Emma Scanlon- 9311 9325
Manor Lakes Campus – Alison McQuade 9974 0003
Footscray Campus – Iona Tataio – 0478 758 254
Wyndham Campus – Tania Halela – 9742 7574
St Albans Campus – Rose Calafati – 9364 6310
Melton Campus - Rebecca Burns - 0458809327
- for parent payments, please contact finance officer on 9311 9325
- for all other enquiries, please contact our Office on 9311 9325 or email:
western.english.tott.ls@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 school 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

POLICY REVIEW AND APPROVAL

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| Policy last reviewed | 15 June 2023 |
| Consultation | School Council |
| Approved by | Acting Principal |
| Next scheduled review date | June 2026 |