



COMMUNICATION WITH STAFF POLICY

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 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 Reception on (03) 9370 8906
- to report any urgent issues relating to a student on a particular day, please contact front office/other contact on (03) 9370 8906
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or sub school leader.
- for enquiries regarding camps and excursions, please contact the Assistant Principal on (03) 9370 8906
- to make a complaint, please contact the Principal/Assistant Principal on (03) 9370 8906. Please also refer to our Complaints policy, available on the website.
- to report a potential hazard or incident on the school site, please contact the Assistant Principal on (03) 9370 8906
- for parent payments, please contact the Business Manager on (03) 9370 8906
- for all other enquiries, please contact our Office on (03) 9370 8906

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 Assistant Principal for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports, individual education plans 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
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 and communication portal
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at staff briefings/meetings as required
- Included in transition and enrolment packs
- Discussed at parent information sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2025
Approved by	Principal
Consultation (NA)	Noted at School Council 18 th September 2025
Next scheduled review date	September 2028