



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Wonthaggi 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

Wonthaggi 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, you can contact the school on 56724697, or add the absence yourself via Compass.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 56724697 or via email wonthaggi.north.ps@edumail.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher who will let you know who the camp/excursion coordinator is and how best to communicate with them.
- to make a complaint, please contact the Principal (or Assistant Principal) on 56724697 or via email, wonthaggi.north.ps@edumail.vic.gov.au. Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact the Principal (or Assistant Principal) on 56764697
- for parent payments, please contact the Business Manager on 56724697, wonthaggi.north.ps@edumail.vic.gov.au
- for all other enquiries, please contact our Office on 56724697 or wonthaggi.north.ps@edumail.vic.gov.au, office hours are 8.30am to 4.00pm.

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.

REVIEW CYCLE

This policy was last updated on November 2018 and is scheduled for review in November 2021.