



Communication With School Staff



Help for non-English speakers

If you need help to understand the information in this policy, please contact Xiaomei Lin 9801 7450

PURPOSE

This policy explains how Templeton 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

Templeton 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 contact your classroom teacher via XUNO Messenger
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 9801 7450
- to discuss a student's academic progress, health, or wellbeing, please contact your classroom teacher via XUNO Messenger to arrange an appointment
- for enquiries regarding camps and excursions, please contact your Year Level Coordinator or Classroom Teacher
- to make a complaint, please contact one of the Assistant Principals on 9801 7450. Please also refer to our Complaints policy, available on our website
- to report a potential hazard or incident on the school site, please contact Rodney McKinlay on rodney.mckinlay@education.vic.gov.au or 9801 7450
- for parent payments, please contact the General Office on 9801 7450
- for all other enquiries, please contact the General Office on 9801 7450.

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 Xiaomei Lin 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

COMMUNICATION

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request.

Evaluation

This policy will be reviewed in accordance with the school's three-year review cycle.

Last ratified by School Council in March 2025