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## Communication with School Staff Policy

### Purpose

This policy explains how Werribee 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

Werribee 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 the school's Front Office on 9742 6659 and select 2
- to report any urgent issues relating to a student on a particular day, please contact the school's Front Office on 9742 6659
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the school's Front Office or your child's class teacher
- to make a complaint, please contact the Principal or Assistant Principal at [werribee.ps@edumail.vic.gov.au](mailto:werribee.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 school's Front Office or send an email to [werribee.ps@edumail.vic.gov.au](mailto:werribee.ps@edumail.vic.gov.au)
- for parent payments, please contact the school's Front Office
- for all other enquiries, please contact the school's Front Office on 9742 6659 or email at [werribee.ps@edumail.vic.gov.au](mailto:werribee.ps@edumail.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.

Protocols will be set around emerging technologies as necessary.

### Review Cycle

This policy was approved at School Council Meeting on 20 August 2019 and is scheduled for review in August 2023.