



## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact Knox Gardens Primary School on 03 9800 2320 or [knox.Gardens.ps@education.vic.gov.au](mailto:knox.Gardens.ps@education.vic.gov.au).

### PURPOSE

This policy explains how Knox Gardens 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

Knox Gardens 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:

- School office
- Compass
- ClassDojo
- School email
- Telephone
- Website

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 [insert school contact details] 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 contact the school in writing to seek further advice.

## COMMUNICATION

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

- Available publicly on school website
- Included in staff induction processes
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	April 2022
Approved by	School Council Principal
Next scheduled review date	April 2025