

# PATTERSON LAKES PRIMARY SCHOOL

No. 5190



Gladesville Boulevard Patterson Lakes 3197

Phone 9772 4011.

Email: [patterson.lakes.ps@education.vic.gov.au](mailto:patterson.lakes.ps@education.vic.gov.au)

P.O. Box 330, Patterson Lakes, 3197

Principal: Carole Mayes

Website: <http://www.patterson-lakes-ps.vic.edu.au>

## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact the school.

### PURPOSE

This policy explains how Patterson Lakes 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

Patterson Lakes 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 use Compass or contact the school on 9772 4011 or via email at [patterson.lakes.ps@education.vic.gov.au](mailto:patterson.lakes.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact the school on 9772 4011
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher or the Year Level Learning Leader
- for enquiries regarding camps and excursions, please contact the classroom teacher or the Year Level Learning Leader
- to make a complaint, please contact the Principal, Assistant Principal or Student Welfare Coordinator on 9772 4011 or via email. Please also refer to our Complaints and Concerns Policy on our school website
- to report a potential hazard or incident on the school site, please contact the school on 9772 4011
- for parent payments, please contact the Business Manager on 9772 4011
- for all other enquiries, please contact our office on 9772 4011 or via email at [patterson.lakes.ps@education.vic.gov.au](mailto:patterson.lakes.ps@education.vic.gov.au)
- School staff will do their best to respond to general queries as soon as possible and ask that you allow us 2 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 office for more information.

### Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters. These are readily available on Compass and the fortnightly newsletters can also be accessed on the school's website.

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](mailto: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
- Discussed at parent information sessions
- Reminders in our school newsletter
- Hard copy available from school office upon request

## **POLICY REVIEW AND APPROVAL**

Policy last reviewed	November, 2023
Approved by	Carole Mayes, Principal
Next scheduled review date	November, 2027