



Help for non-English speakers

If you need help to understand the information in this policy please contact Yea Primary School.

PURPOSE

This policy explains how Yea 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

Yea 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 front office staff Jo Dignam and/or Kelly Madden on 57972724.
- to report any urgent issues relating to a student on a particular day, please contact front office on 57972724.
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom teacher to organise an appointment.
- for enquiries regarding camps and excursions, please contact the front office on 57972724.
- to make a complaint, please contact Principal Craig Irvine on yea.ps@education.vic.gov.au. Please also refer to our Complaints policy, available on our website.
- to report a potential hazard or incident on the school site, please contact Jo Dignam and/or Kelly Madden on 57972724.
- for parent payments, please contact Jo Dignam and/or Kelly Madden on 57972724.
- for all other enquiries, please contact our Office on 57972724.

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 57972724 for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.



YEA PRIMARY SCHOOL

Respect · Empathy · Collaboration · Creativity · Integrity · Persistence

www.yeaps.vic.edu.au

facebook.com/yeaprimarieschool

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
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Records Capture	Governance		
		Approved by School Council on	15/11/2021
Approval Authority		Date Implemented	November 2021
Principal	Craig Irvine	Sign	Date_15/11/2021
School President	Council Erin Papadopoulos		
		Sign	Date__15/11/2021
			
		Scheduled review date	June 2023
Reference		Review	4 year
		Disposal	Years