

## **Purpose**

This policy explains how Westgarth 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**

Westgarth 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 the Compass app or contact the school office on 9481 5577 and leave a message by selecting option 1.
- to report any urgent issues relating to a student on a particular day, please contact your child's teacher via Compass or contact the school office on 9481 5577.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Compass.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher via Compass.
- to make a complaint, please contact the Principal/Assistant Principal via email [westgarth.ps@education.vic.gov.au](mailto:westgarth.ps@education.vic.gov.au) or 9481 5577. Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal on 9481 5577
- for parent payment enquiries, please contact the Business Manager via email [westgarth.ps@education.vic.gov.au](mailto:westgarth.ps@education.vic.gov.au) or 9481 5577.
- or all other enquiries, please contact our office via email [westgarth.ps@education.vic.gov.au](mailto:westgarth.ps@education.vic.gov.au) or 9481 5577.

School staff will do their 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.

## **Requests for information**

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

Approval date:	Approved by:	Next Review:	Page:
September 2020	DET	September 2024	1 of 2

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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

## **REVIEW CYCLE**

This policy was last updated on September 2020 and is scheduled for review in September 2024.

Approval date:	Approved by:	Next Review:	Page:
September 2020	DET	September 2024	2 of 2