



Hampton East School

COMMUNICATION WITH SCHOOL STAFF



Help for non-English speakers

If you need help to understand the information in this policy, please contact the general office on (03) 9555 6141

PURPOSE

This policy explains how Hampton East 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

Hampton East 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 our Office on 95556141 to notify your child's classroom teacher.
- to report any **urgent issues** relating to a student on a particular day contact our Office on 95556141
- discuss a student's academic progress, health, or wellbeing, please contact your classroom teacher via email using the COMPASS APP to make a call to meet. In the email briefly outline what you wish to discuss and if required, request a meeting with the teacher to discuss the matter in more detail. Teachers will endeavour to respond within 48 hours during the working week unless they are absent in which case, please contact the office.
- for enquiries regarding camps and excursions, please contact your classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principal on Hampton.east.sch@education.vic.gov.au
- Please also refer to our Complaints policy, available on our school website.
- to report a potential hazard or incident on the school site, please contact please contact our Office on 95556141
- for parent payments, please contact our Business Manager via our Office on 95556141

- for all other enquiries, please contact our Office or email hampton.east.sch@education.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.

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 our Office on 95556141 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 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
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2024
Approved by	Principal
Next scheduled review date	August 2025