



COMMUNICATION WITH SCHOOL STAFF

School Policy and Advisory Guide Reference: http://www.education.vic.gov.au/school/principals/spag/Pages/spag.aspx	Last updated 08/06/2023
Endorsed by Wodonga Primary School Council	
Origin	
Line Manager	D. Duncan
Effective Date	14/06/2023
Review Date	14/06/2026

Introduction

Wodonga Primary School is committed to providing a safe, inclusive and supportive environment that promotes open communication, respect, fairness and positive relationships. We believe that the relationship between home and school is a very important part of ensuring that students are happy, secure and open to learning. As a school community, we are committed to working together to meet the various needs of our school community. Central to achieving this is trust and open, effective communication between all parties.

Purpose

The purpose of this policy is to:

- provide a framework for effective communication
- create co-operative teamwork and a partnership between school, parents/carers, students and the community
- assist the best learning outcomes for students
- manage confidential information in a manner consistent with community expectations, professional standards and legal obligations
- provide clear, positive and fair processes and guidelines which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner
- ensure our school's values are reflected through effective communication.

Scope

This policy relates to all members of our school community.

Policy

Wodonga Primary School believes that effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued, and where Information is clear and accurate. Communication needs to be related to student learning, wellbeing and behaviour, as well as school-related events.

Our 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, please contact the front office who will direct your enquiries for the following:



- to report a student absence
- to report any urgent issues relating to a student on a particular day
- to discuss a student's academic progress, health or wellbeing
- for camps and excursions, please contact.
- to make a complaint (also, refer to the Wodonga Primary School's Complaint Policy)
- to report a potential hazard or incident on the school sites
- for parent payments
- for all other enquiries.

School staff will do their best to respond to general enquiries as soon as possible.

Requests for Information

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

Parents and carers seeking information that is not ordinarily provided to parents/carers are encouraged to apply for access through the Freedom of Information Act (1982), 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

Evaluation

This policy will be reviewed every three years or more often if necessary due to changes in legislation or circumstances.