



### Help for non-English speakers

If you need help to understand the information in this policy please contact [insert school contact details].

## PURPOSE

This policy explains how Willmott Park Primary School proposes to manage common enquiries from parents and carers.

## SCOPE

## POLICY

Willmott Park 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 the front office on 9305 6639 or [willmott.park.ps@education.vic.gov.au](mailto:willmott.park.ps@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9305 6639
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher and/or Wellbeing Team
- for enquiries regarding camps and excursions, please contact front office on 9305 6639 or [willmott.park.ps@education.vic.gov.au](mailto:willmott.park.ps@education.vic.gov.au)
- to make a complaint, please contact the Principal/Assistant Principal on 9305 6639 or [willmott.park.ps@education.vic.gov.au](mailto:willmott.park.ps@education.vic.gov.au). Please also refer to our Complaints policy, available on our website for the process involved.
- to report a potential hazard or incident on the school site, please contact the front office on 9305 6639 or [willmott.park.ps@education.vic.gov.au](mailto:willmott.park.ps@education.vic.gov.au)
- for parent payments, please contact Lesley Brown on 9305 6639
- for all other enquiries, please contact our Office on 9305 6639 or [willmott.park.ps@education.vic.gov.au](mailto:willmott.park.ps@education.vic.gov.au)
- *We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.*

*We ask that you allow us 2 – 3 working days to provide you with a detailed response to general queries.*

*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 Julie Caputo 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](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 (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	14/11/2024
Approved by	Principal
Next scheduled review date	14/11/2027