



Communication with School Staff Policy



Help for non-English speakers

If you need help to understand this policy, please contact Kororoit Creek Primary School (KCPS) at kororoit.creek.ps@education.vic.gov.au.

Purpose

This policy explains how Kororoit Creek 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

Kororoit Creek 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 8358 0600
- to report any urgent issues relating to a student on a particular day, please contact the front office on 8358 0600
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or the Assistant Principal attached to your child's year level on 8358 0600 or alternatively at kororoit.creek.ps@education.com.au or via the year level email address (see table below).
- for enquiries regarding camps and excursions, please contact the Assistant Principal attached to your child's year level on 8358 0600 or alternatively at kororoit.creek.ps@education.com.au or via the year level email address (see table below).
- to make a complaint, please contact the Principal or the Assistant Principal attached to your child's year level on 8358 0600 or alternatively via the year level email address (see table below). Please also refer to our [Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact the Principal on 8358 0600 or alternatively at kororoit.creek.ps@education.com.au
- for parent payments, please contact Karen Ogilvie on 8358 0600 or alternatively at kororoit.creek.ps@education.com.au
- for all other enquiries, please contact our front office on 8358 0600 or alternatively at kororoit.creek.ps@education.com.au

Year level email addresses:

Prep email	prep@kororoitcreekps.vic.edu.au
Grade 1 email	Grade1support@kororoitcreekps.vic.edu.au
Grade 2 email	Grade2support@kororoitcreekps.vic.edu.au
Grade 3 email	Grade3support@kororoitcreekps.vic.edu.au
Grade 4 email	Grade4support@kororoitcreekps.vic.edu.au
Grade 5 email	Grade5support@kororoitcreekps.vic.edu.au
Grade 6 email	Grade6support@kororoitcreekps.vic.edu.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 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 the school via email at kororoit.creek.ps@education.vic.gov.au 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

Policy Review and Approval

Policy last reviewed	5 March 2024
Approved by	Principal
Next scheduled review date	5 March 2027 [the recommended minimum review cycle for this policy is 3 to 4 years]

