



# Kilmore Primary School

Principal: Mr Neil O'Sullivan

35 Lancefield Road, Kilmore 3764 • PO Box 105, Kilmore 3764 • ABN 85 985 746 253  
P 03 5782 1268 F 03 5782 1553 E [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au) W [www.kilmoreps.vic.edu.au](http://www.kilmoreps.vic.edu.au)

## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact the school administration office on (03) 5782 1268 or via [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au)

### PURPOSE

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

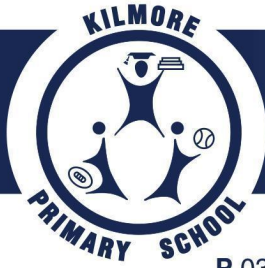
### SCOPE

This policy applies to school staff, and all parents and carers in our community.

### POLICY

Kilmore 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 Compass, or contact the administration staff on (03) 5782 1268. Alternatively, email [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au) about your students absence
- To report any urgent issues relating to a student on a particular day, please contact the administration staff on the above phone number or email.
- To discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- For enquiries regarding camps and excursions, please contact the camp organiser which will be listed on the camp forms. Alternatively, the administration staff can inform you of this person's details.
- To contact the wellbeing team, please discuss the concern with your child's classroom teacher who can make a referral. Alternatively, directly contact the Assistant Principal or Primary Welfare Officer via the school number.
- To make a complaint, please contact the Principal on 5782 1268 or via [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au). Please also refer to our [Complaints policy](#) on the school website: [School Policies](#).



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- To report a potential hazard or incident on the school site, please contact a member of the Principal class team on 5782 1268.
- For parent payments, please contact the school office on (03) 5782 1268 or via [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au)
- For all other enquiries, please contact our Office on (03) 5782 1268 or via [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@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 two working days to provide you with a detailed response. We will endeavour to respond to urgent matters within twenty four 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. Please contact the school administration office on (03) 5782 1268 or via [kilmore.ps@education.vic.gov.au](mailto:kilmore.ps@education.vic.gov.au) for support with interpretation services.

## 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)



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## COMMUNICATION

This policy will be communicated to our school community in the following ways

- Included in staff induction processes
- Available publicly on our school's website
- Included in our staff handbook/manual
- Discussed at staff briefings/meetings as required
- Made available in hard copy from school administration upon request

## POLICY REVIEW AND APPROVAL

The Principal is responsible for reviewing and updating this policy every three years.

Policy last reviewed	December 2022
Approved by	Principal
Next scheduled review date	December 2025