Yinnar Primary School
COMMUNICATION WITH SCHOOL STAFF POLICY

Help for non-English speakers

If you need help to understand the information in this policy, please contact our office on 51 631 362 or email yinnar.ps@education.vic.gov.au

PURPOSE

This policy explains how Yinnar 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

Yinnar 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 school office on 51631362 or email yinnar.ps@education.vic.gov.au. You can also enter this information on Compass
- to report any urgent issues relating to a student on a particular day, please contact the school office on 51631362 or email yinnar.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via email through the Compass portal to arrange a meeting
- for enquiries regarding camps and excursions, please contact the school office on 51631362 or email the school at yinnar.ps@education.vic.gov.au. This information will be directed to the relevant camp coordinator at the time
- to make a complaint, please contact the Principal or Assistant Principal on 51631362 or email the school at yinnar.ps@education.vic.gov.au. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the school office on 51631362 or email yinnar.ps@education.vic.gov.au
- for parent payments, please contact the Business Manager on 51631362 or email yinnar.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 51631362 or email yinnar.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 [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 Assistant Principal on 51631362 or email yinnar.ps@education.vic.gov.au

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
- discussed at student forums
- hard copy available from school administration upon request

Further Information and Resources

To view these and other policies please go to: Yinnar Primary School/Our School/Policies

- Complaints Policy
- Statement of Values and School Philosophy Policy
- Student Engagement and Wellbeing Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2026
Approved by	Principal
Next scheduled review date	June 2029