



Brunswick South-West
Primary School

COMMUNICATION WITH SCHOOL

STAFF POLICY

PURPOSE

This policy explains how Brunswick South West Primary School (BSWPS) proposes to manage common enquiries from parents and carers, in a respectful and inclusive way.

SCOPE

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

POLICY

BSWPS 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, parents should report the absence on the Compass Parent Portal or contact the General Office on 9387 6886.
- To report any urgent issues relating to a student on a particular day, parents should contact the General Office or the student's classroom teacher on 9387 6886.
- To discuss a student's academic progress, health or wellbeing, parents should contact their child's classroom teacher. They can do this either by email (using the Compass Portal) to make an appropriate time to speak directly to the teacher, or by phone on 9387 6886 (the call will be forwarded to the teacher or a message given for a return call).
- Staff who wish to discuss a student's academic progress, health or wellbeing, will contact the parents or guardians to arrange a meeting.
- For enquiries regarding camps and excursions, parents should contact the camp coordinator for the individual camp. The camp coordinator's name will appear on all correspondence concerning the camp. Parents can phone the school on 9387 6886 and request to speak directly with the camp coordinator.
- To make a complaint, parents should contact the Principal or Assistant Principal on 9387 6886. They may also refer to our Complaints policy, available at <https://brunswicksw-ps.vic.edu.au/>
- To report a potential hazard or incident on the school site, the Principal or Assistant Principal should be contacted on 9387 6886.
- Parent payments can be made directly through the Compass Portal or by contacting the office on 9387 6886.

- For all other enquiries, the School Office can be contacted on 9387 6886.

School staff will do their best to respond to general queries as soon as possible but ask that parents allow 2–3 working days for teachers to provide a detailed response. Teachers will endeavour to respond to urgent matters within 24 hours where possible.

BSWPS welcomes parents into the classroom between 8:45-9.00am each morning. This is a time when parents can settle their child and engage with the learning environment. However, this is not an appropriate time to raise concerns or discuss student progress with the class teacher.

REVIEW CYCLE

This policy was last updated in June 2021 and is scheduled for view in June 2025.