



**Help for non-English speakers** - If you need help to understand the information in this policy, please contact Administration at Ph. 8766 4000

## PURPOSE

This policy explains how Barton 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

Barton 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 log into Compass. If you are unable to access Compass please contact the office on Ph. 8766 4000
- to report any urgent issues relating to a student on a particular day, please contact the front office on Ph. 8766 4000
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Compass or [barton.ps@education.vic.gov.au](mailto:barton.ps@education.vic.gov.au)
- for enquiries regarding camps and excursions, please contact the office on Ph. 8766 4000 or [barton.ps@education.vic.gov.au](mailto:barton.ps@education.vic.gov.au)
- to make a complaint, please contact the office via email at [barton.ps@education.vic.gov.au](mailto:barton.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 office on Ph. 8766 4000
- for parent payments, please log in to Compass or contact the office on Ph. 8766 4000
- for all other enquiries, please contact our Office on Ph. 8766 4000

School staff will do our best to respond to general queries as soon as possible and ask that you allow us two to three 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 Barton Primary School 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 via Compass)
- 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

## POLICY REVIEW AND APPROVAL

Policy last reviewed	24/04/2023
Consultation	Consultation with Principal and Administration Manager
Approved by	Principal
Next scheduled review date	24/04/2026