



Help for non-English speakers

If you need help to understand the information in this policy please contact 9435 1285.

Purpose

This policy explains how Watsonia North 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.

Implementation

Watsonia North 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 Sue Elsworth or Tania Kiely on 9435 1285 – sue.elsworth@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact Sue Elsworth or Tania Kiely on 9435 1285
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher – See Appendix A
- for enquiries regarding camps and excursions, please contact Melissa Greatrex or Trent O'Sullivan on 9435 1285
- to make a complaint, please contact Sarah Pollnitz - Acting Principal on 9435 1285 sarah.pollnitz@education.vic.gov.au. Please also refer to our Complaints Policy, available: [WNPS-Complaints-Policy](#)
- to report a potential hazard or incident on the school site, please contact Sarah Pollnitz - Acting Principal on 9435 1285 sarah.pollnitz@education.vic.gov.au.
- for parent payments, please contact Despina Diamandis on 9435 1285 or desoina.diamandis@education.vic.gov.au
- for all other enquiries, please contact our Office on 9435 1285 or watsonia.north.ps@edumail.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 9435 1285 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

Communication of School Policies

All Watsonia North Primary School Policies are communicated to the general public and school community via the school website.

[Policies - Watsonia North Primary School \(wats-north.vic.edu.au\)](https://wats-north.vic.edu.au)

School Operational and Curriculum Policies are available in classrooms, office spaces and communal areas for convenient access.

Evaluation and Review

Evaluation of *WNPS Communication with Staff Policy* will occur every four years as stipulated in the *Watsonia North PS Policy Review Cycle* document.

This policy was updated and approved by Watsonia North Primary School's Acting Principal in September 2022, and is scheduled for review in 2026.

Policy last reviewed	2 September 2022
Approved by	Acting Principal
Next scheduled review date	September 2026

Appendix A

Classroom Teachers – Email Addresses

Prep	
Elissa Trathen	Elissa.trathen@education.vic.gov.au
Ali Browne	Ali.browne@education.vic.gov.au
Samantha Boglis	Samantha.boglis@education.vic.gov.au
Joshua Malcolm	Joshua.malcolm@education.vic.gov.au
Year 1	
Rachel Roffey	Rachel.roffey@education.vic.gov.au
Cassandra Dennis	Cassandra.dennis@education.vic.gov.au
Scott Eastwood	Scott.eastwood@education.vic.gov.au
Emily Sanchez	Emily.sanchez@education.vic.gov.au
Year 2	
Andrew Lamers	Andrew.lamers@education.vic.gov.au
Georgia Watts	Georgia.watts@education.vic.gov.au
Nicole Batrouney	Nicole.batrouney@education.vic.gov.au
Mason O'Donnell	Mason.o'donnell@education.vic.gov.au
Year 3/4	
Katrine Smith	Katrine.smith@education.vic.gov.au
Julianne Haldon	Julianne.haldon@education.vic.gov.au
Vivian Lai	Vivian.lai@education.vic.gov.au
Rachel Mercuri	Rachel.mercuri@education.vic.gov.au
Ashley Mai	Ashley.mai@education.vic.gov.au
Sam Reynolds	Sam.reynolds@education.vic.gov.au
Millicent Kirk	Millicent.kirk@education.vic.gov.au
Year 5/6	
Melissa Greatrex	Melissa.greatrex@education.vic.gov.au
James Monk	James.monk@education.vic.gov.au
Ruth Reidy	Ruth.reidy@education.vic.gov.au

Jenna Milczakowsky	Jenna.milczakowsky@education.vic.gov.au
Ella Barreiro	ella.barreiro@education.vic.gov.au
Nick Dennis	Nicholas.dennis@education.vic.gov.au