



Communication with School Staff Policy

Date Implemented	21 st January 2021
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Approved By	Estelle Alder
Approval Authority – School Council President	(Not required)
Responsible for Review	Penelope Harris
Review Date	21 st January 2025



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Communication with School Staff Policy

PURPOSE

This policy explains how Monbulk 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

Monbulk 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 Office on 9756 6481 or via Compass
- to report any urgent issues relating to a student on a particular day, please contact The Office on 9756 6481
- 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 your child's classroom teacher
- to make a complaint, please contact the Principal on 9756 6481. Please also refer to our Complaints policy,
- to report a potential hazard or incident on the school site, please contact The Office on 9756 6481
- for parent payments, please contact The Office on 9756 6481

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.

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@edumail.vic.gov.au

MORE INFORMATION AND RESOURCES

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent Complaints policy](#).

Monbulk Primary School's *Complaints Policy*.

REVIEW CYCLE AND EVALUATION

This policy was last updated on 21st January 2021 and is scheduled for review in January 2025.