



Communication with School Staff Policy

Date Implemented	September 2024
Author	Estelle Alder
Approved By	Estelle Alder
Approval Authority – School Council President	(Not required)
Responsible for Review	Estelle Alder
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Communication with School Staff Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact Monbulk Primary School on 9756 6481.

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 Front Office on 9756 6481, or record the absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the Front 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 the Front Office on 9756 6481
- to make a complaint, please contact the Principal on [9756 6481 or monbulk.ps@education.vic.gov.au Please also refer to our Complaints Policy, available on the school website.
- to report a potential hazard or incident on the school site, please contact the Front Office on 9756 6481
- for parent payments, please contact the Front Office on 9756 6481 and ask to speak with the Business Manager
- for all other enquiries, please contact our 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.

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 the Front Office on 9756 6481 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

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Reminders in our school newsletter
- Hard copy available from school administration upon request