COMMUNICATION WITH SCHOOL STAFF POLICY

Help for non-English speakers

If you need help to understand the information in this policy, please contact Queenscliff Primary School on 03 5258 1696 or queenscliff.ps@education.vic.gov.au.

PURPOSE

This policy explains how Queenscliff 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

Queenscliff 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 school office or submit via Compass
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5258 1696
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the school office on 03 5258 1696 or queenscliff.ps@education.vic.gov.au
- to make a complaint, please contact the Principal on 03 5258 1696 or queenscliff.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 school office on 03 5258 1696 or queenscliff.ps@education.vic.gov.au
- for parent payments, please contact the school office 03 5258 1696 or queenscliff.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 03 5258 1696 or queenscliff.ps@education.vic.gov.au

We will do our best to respond to general queries as soon as possible. The right to disconnect legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or

respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 3-5 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible. For urgent matters, parents are encouraged to phone the school office on 5258 1696.

Parents and carers are to respect and understand that our priority is the safety, wellbeing and learning of our students. With this in mind, we require parents to respect that our school staff are primarily focused on delivering high-quality education programs daily and therefore need reasonable time to read and respond to parent communication. In some cases, additional time may be required to gather accurate information, data and observations, so that the school's response is accurate and meaningful in supporting student needs and parent concerns or enquiries.

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 school office 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
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	November, 2026
Approved by	Principal
Next scheduled review date	November, 2030