

## RATIONALE:

This policy explains how Yarragon 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:

Yarragon 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 on (03) 5634 2375 or directly through Compass.
- to report any urgent issues relating to a student on a particular day, please contact the school office on (03) 5634 2375.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your classroom teacher.
- to make a complaint, please contact the Principal on (03) 5634 2375. Please also refer to our Complaints policy, available on the schools website on the policies page.
- to report a potential hazard or incident on the school site, please contact the school office on (03) 5634 2375
- for parent payments, please contact the school office on (03) 5634 2375
- for all other enquiries, please contact our Office on (03) 5634 2375

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 [2 – 3 working days] to provide you with a detailed response to general queries. 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 our wellbeing coordinator 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:

# Communication with Staff Policy

YARRAGON PRIMARY SCHOOL: No.2178

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
- 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	November 2024
Approved by	Melissa Rock - Principal
Next scheduled review date	November 2026